

JOB DESCRIPTION:	Apprentice
Grade:	Grade 2, £21,134 - £23,149 per annum
Responsible to:	Teaching Learning Student Experience Coordinator or Student Finance Coordinator (depending on assignment area).

Overall Purpose of the Job:

- The Student Admissions and Administration Team is responsible for providing key services and information to students throughout their student lifecycle, including: student finance, student immigration support, student admissions and general student administration activity. As an apprentice, you will get experience working across the range of activities in the team.
- To deliver excellent service provision, placing the student experience at the heart of what we do with support for a single PS team working flexibly across organisational boundaries.

Training Programme:

An example of the range of activities you can expect to gain experience of is included within the following information:

- General clerical support including; word processing, filing, photocopying.
- Responding to enquiries from students, colleagues and third parties which may be face to face, by telephone or by email interactions.
- Customer service skills.
- Supporting the student experience.
- Data input and processing in large corporate IT systems.
- Use of spreadsheets.
- Basic financial processes.
- Dealing with confidential information.
- Assisting with events such as graduation and open days.
- Placing purchase orders.
- Administrative support for meetings e.g. organising the meeting, attending the meeting and taking notes.
- Understanding of and adherence to the University's Policies and Procedures including health and safety regulations, data protection, equality and diversity.

Formal training sessions leading to an Apprenticeship Certificate in Business Administration and an NVQ level 2 (GCSE) or level 3 (A level) will also be undertaken.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience:

- Some IT skills (e.g. Word, Excel, PowerPoint, e-mail, internet); although training will be provided as necessary.
- Willing to gain experience of effective team working in a professional business environment.
- The ability to concentrate on your work.
- A keenness to learn new workplace skills.
- Interest in meeting new people and supporting the student experience.

The University's Expectations:

- Good timekeeping (standard hours of work 9.00am – 5.00pm – 1 hour lunch break).
- Professionalism.
- Maintenance of confidentiality.
- To have awareness and active engagement with the need for diversity and inclusion in all that we do, for example, when working with individuals who identify with a protected characteristic under the Equality Act or students who are under-represented in higher education as outlined in the University's widening participation strategy.
- Adherence at all times to the University's Policies and Procedures including health and safety regulations, data protection, equality and diversity.

APPOINTMENT NOTE:

This post may require the appointee to work outside regular office hours including weekends as necessary. The University operates arrangements to recognise this working pattern and to ensure an appropriate balance between working and non - working time. The role will also require the incumbent to support the telephone rota and other areas during peak periods.