

Job Description - Skills Hub Administration Assistant Apprentice

Department: Apprenticeships and Adult Skills
Reports to: Head of Apprenticeships and Adult Skills
Day-to-day supervision: Skills Hub Manager
Location: Chelmsford College Skills Hub
Contract: Apprenticeship

Job Purpose

The Skills Hub Administration Assistant Apprentice will provide administrative, reception and operational support to help ensure the smooth day-to-day running of the Chelmsford College Skills Hub.

Working closely with the Skills Hub Manager and wider Apprenticeships and Adult Skills team, the apprentice will develop the knowledge, skills and behaviours required to provide a high-quality administration and customer service function within a busy adult learning environment.

The apprentice will be a welcoming and professional first point of contact for learners, visitors, employers and partner organisations and will support the learner journey from initial enquiry and enrolment through to programme completion.

A key part of the role will be supporting learner enrolment and programme administration, providing reception cover and helping ensure that classrooms, resources and facilities are prepared and ready for teaching and learning. These are the core operational requirements identified in the current draft.

Alongside their day-to-day responsibilities, the postholder will undertake a relevant apprenticeship programme, applying their learning within the workplace and developing increasing confidence, knowledge and responsibility throughout the apprenticeship.

Key Responsibilities

Reception and Customer Service

With appropriate support and guidance, the apprentice will:

- Provide a welcoming and professional reception service for learners, visitors, employers and partner organisations.
- Meet and greet learners attending the Skills Hub and direct them to the appropriate room, member of staff or service.
- Respond to telephone, email and face-to-face enquiries in a friendly and helpful manner.
- Develop their knowledge of Skills Hub courses and services so that they can provide routine information and refer more complex enquiries to the appropriate colleague.
- Support the provision of reception cover during agreed Skills Hub opening and delivery times.
- Assist learners who may be unfamiliar with the College or returning to learning after a significant period of time.
- Help maintain a welcoming, organised and professional reception and public area.

- Ensure visitors follow appropriate signing-in and College procedures.
- Represent the College and Skills Hub positively and professionally.

Learner Enrolment and Course Administration

Working under the guidance of the Skills Hub Manager and alongside tutors and College support teams, the apprentice will:

- Support the administration of learner applications and enrolments.
- Assist learners to complete enrolment documentation.
- Check that required learner information and documentation has been provided, referring queries or missing information to the appropriate colleague.
- Support the collection and checking of evidence required for enrolment and funding purposes.
- Develop competence in using College systems to enter and update learner information accurately.
- Maintain learner and programme records.
- Support learner induction and first-day administration for new cohorts.
- Prepare registers, learner packs and programme documentation.
- Follow up outstanding routine information as directed.
- Support course completion and end-of-programme administration.
- Develop an understanding of the importance of accuracy, confidentiality and data protection when handling learner information.

Attendance and Learner Communication

The apprentice will:

- Support the accurate recording and monitoring of learner attendance.
- Ensure registers are available for teaching sessions.
- Update attendance information on relevant systems where required.
- Contact learners regarding absence or outstanding information as directed by the Skills Hub Manager or tutors.
- Send joining instructions, reminders and other routine programme communications.
- Support tutors and managers with routine learner communications.
- Maintain appropriate records of learner contact.

Rooms, Resources and Course Preparation

An important part of the apprenticeship will be supporting the practical organisation of the Skills Hub and ensuring that it is ready for learners and teaching activity.

The apprentice will:

- Prepare classrooms and learning spaces in advance of scheduled sessions.

- Ensure rooms are appropriately set up for tutors and learners.
- Prepare and organise learner packs, workbooks, stationery and other course resources.
- Support printing, copying and preparation of learning materials.
- Check that required equipment and resources are available.
- Help monitor stocks of stationery and other consumables.
- Report facilities, equipment or resource issues promptly to the appropriate colleague.
- Assist with room bookings and schedules.
- Support room and resource preparation for employer events, recruitment activities, meetings and other Skills Hub activities.
- Help ensure reception, teaching and communal areas remain organised, professional and welcoming.

General Administration

The apprentice will develop their administrative skills by:

- Providing routine administrative support to the Skills Hub Manager, Head of Apprenticeships and Adult Skills and wider Skills Hub team.
- Maintaining electronic and paper filing systems.
- Producing routine emails, letters, documents and spreadsheets.
- Supporting diary, meeting and room arrangements.
- Taking notes and recording actions at meetings where appropriate.
- Assisting with gathering information for routine reports and performance monitoring.
- Maintaining records and databases.
- Supporting ordering and stock control.
- Assisting with course and event administration.
- Undertaking routine scanning, copying and filing.
- Working with other College teams to support effective administrative processes.

Supporting the Skills Hub Team

The apprentice will:

- Work closely with Adult Skills tutors to ensure they have the registers, documentation, resources and rooms required for delivery.
- Support the Skills Hub Manager with the day-to-day administration and organisation of Hub activities.
- Work collaboratively with colleagues across Apprenticeships and Adult Skills.
- Provide administrative support to the Employment and Progression Coordinator for learner, employer and progression activities where appropriate.

- Assist with practical arrangements for employer talks, interviews, recruitment events and other Skills Hub activities.
- Communicate routine information promptly and accurately.
- Contribute positively to team working and the development of the Skills Hub.

Compliance, Confidentiality and Safeguarding

Through training, support and workplace experience, the apprentice will develop an understanding of their responsibilities and will:

- Maintain confidentiality when handling learner, employer and College information.
- Handle personal information in accordance with College data protection requirements.
- Follow College policies and procedures relating to safeguarding, Prevent, equality, diversity and inclusion, and health and safety.
- Recognise and report safeguarding or welfare concerns to an appropriate member of staff.
- Maintain appropriate professional boundaries with learners.
- Support the accurate completion and maintenance of administrative records.
- Participate in all mandatory College training.

Apprenticeship and Professional Development

This role is an apprenticeship and the successful candidate will be expected to:

- Work towards the agreed apprenticeship standard and associated requirements.
- Participate fully in planned apprenticeship learning and development.
- Complete apprenticeship learning activities, assignments and assessments within agreed timescales.
- Attend regular progress reviews with their line manager and apprenticeship tutor.
- Apply knowledge and skills developed through the apprenticeship within their day-to-day work.
- Seek feedback and use this to improve their performance.
- Develop increasing independence and responsibility as their knowledge, skills and confidence grow.
- Maintain appropriate evidence of their learning and development.
- Take an active role in their own professional development.
- Successfully complete the requirements of their apprenticeship programme.

Working Relationships

The apprentice will work particularly closely with:

- Skills Hub Manager

- Adult Skills and Employability Tutors
- Employment and Progression Coordinator
- Head of Apprenticeships and Adult Skills
- Business Support and MIS teams
- Learners
- Employers and visitors
- Jobcentre Plus and other external partners, where appropriate

What Success Will Look Like

During the apprenticeship, the postholder will develop their skills and increasingly contribute to:

- A welcoming and professional experience for Skills Hub learners and visitors.
- Learners being enrolled accurately and efficiently.
- Accurate and complete learner documentation.
- Effective communication with learners before and during their programmes.
- Accurate attendance records.
- Teaching rooms and resources being prepared and ready for delivery.
- Tutors receiving effective administrative and practical support.
- Reception operating effectively during agreed opening times.
- Enquiries being responded to promptly and professionally.
- Skills Hub courses and events running smoothly.
- High standards of organisation and customer service.
- A well-organised, professional and welcoming Skills Hub environment.
- Successful achievement of their apprenticeship.