

Person Specification

Skills Hub Administration Assistant Apprentice

Qualifications

Essential

- GCSE English and Mathematics at Grade 4/C or above, or equivalent, or willingness to work towards the required level as part of the apprenticeship, where appropriate.
- Willingness and ability to undertake and successfully complete the relevant apprenticeship programme.

Desirable

- Relevant Level 2 qualification in Business, Administration, Customer Service or a related area.
- Evidence of recent learning, training or personal development.

Experience

As this is an apprenticeship opportunity, previous administrative experience is not essential. We are interested in candidates who can demonstrate the potential, attitude and commitment to develop within the role.

Desirable

- Experience of providing good customer service, which may have been gained through employment, work experience, volunteering, education or other activities.
- Experience of working or communicating with a range of people.
- Experience of using computers and common digital applications.
- Experience of working as part of a team.
- Experience of organising tasks, activities or information.

Skills and Knowledge

The successful candidate will have:

- Good verbal and written communication skills.
- A friendly, polite and professional manner.
- The confidence to welcome and communicate with learners, visitors, colleagues and external partners.
- Good organisational skills and the ability to manage routine tasks effectively.
- Good attention to detail and an understanding of the importance of accuracy.
- Basic digital skills and the confidence to develop their use of College systems, email, documents and spreadsheets.
- The ability to follow instructions and established procedures.
- The ability to work effectively as part of a team.

- The ability to ask for help or guidance when required.
- An understanding of the importance of providing good customer service.
- An understanding of the importance of confidentiality when handling personal information.
- A willingness to develop an understanding of safeguarding, Prevent, equality, diversity and inclusion, data protection and health and safety requirements.

Personal Attributes

We are looking for someone who is:

- Welcoming and approachable, able to help create a positive first impression for learners and visitors.
- Enthusiastic and willing to learn, with a genuine interest in developing new skills.
- Organised, with the ability to keep track of tasks and information.
- Reliable and punctual, recognising the importance of reception and operational support to the smooth running of the Skills Hub.
- Helpful and customer-focused, with a positive approach to supporting learners, colleagues and visitors.
- Accurate and conscientious, taking care when completing documentation and entering information.
- Confident enough to communicate, while recognising when an enquiry needs to be referred to a more experienced colleague.
- Flexible and adaptable, willing to support different activities according to the needs of the Skills Hub.
- Proactive, willing to identify tasks that need completing and offer support.
- Professional, with an understanding of appropriate behaviour, confidentiality and boundaries.
- Team-focused, willing to work collaboratively and support colleagues.
- Committed to their own development, taking responsibility for completing the apprenticeship and applying their learning within the workplace.

Apprenticeship Requirements

The successful candidate will be expected to:

- Commit fully to completing the agreed apprenticeship programme.
- Participate in planned apprenticeship training and learning activities.
- Attend regular progress reviews with their manager and apprenticeship tutor.
- Complete learning activities, assignments and assessments within agreed timescales.
- Apply their apprenticeship learning in the workplace.

- Respond positively to feedback and identify opportunities to improve.
- Take increasing responsibility for tasks as their knowledge, skills and confidence develop.
- Successfully complete the requirements of their apprenticeship.

What Success Will Look Like

During the apprenticeship, the successful candidate will develop their competence and increasingly contribute to:

- A welcoming and professional reception service.
- Learners receiving prompt and helpful support.
- Accurate learner enrolment and programme documentation.
- Effective learner communications.
- Accurate attendance and administrative records.
- Classrooms, learner resources and programme materials being prepared and ready for delivery.
- Tutors and the Skills Hub Manager receiving effective administrative support.
- Enquiries being responded to or referred appropriately.
- Skills Hub activities and events running smoothly.
- High standards of organisation, accuracy and customer service.
- Positive working relationships with colleagues, learners and visitors.
- Increasing independence and confidence within the role.
- Successful completion of the apprenticeship.