

<b>Organisation:</b>	Luminate Education Group
<b>Primary Organisation Supported</b> <i>(only use this field for LEG service member of staff)</i>	Leeds City College
<b>Core Job Role:</b>	
<b>Job Title:</b>	Level 2, Customer Service Apprentice
<b>Reports to:</b>	Programme Manager
<b>Grade</b>	Apprenticeship Rates
<b>Date of compilation:</b>	

### ROLE SUMMARY:

The post holder will offer a customer focussed, responsive, and quality administrative service whilst ensuring efficient, accurate and timely processing of purchasing transactions. In particular, the post holder will support the curriculum delivery team for 16 – 19-year-olds as well as adults. The post holder will, at all times, comply with LCC Group Financial Regulations and Apprenticeship Procedures and maintain a proactive and diligent approach to fraud awareness.

### SPECIFIC ROLE RESPONSIBILITIES:

- Support and assist with the effective and efficient running of the quality within the Curriculum delivery team for documentation supporting course enrolments and completions.
- Maintain the apprentice's details within the MIS database, processing requests for new apprentices ensuring they are audit compliant for the Leeds City College Group, ensuring accurate input to prevent duplication and ensuring that employers' financial and other information is accurate and authentic.
- To maintain student/apprentice data records including registers, ULNs, destinations/job outcomes, change requests and other reporting requests.
- Undertake general administrative and clerical tasks, including word processing, use of databases, purchase order processing, spreadsheets, email, photocopying, scanning and filing.
- Deal effectively and professionally with telephone and face-to-face enquiries from internal and external customers.

- Maintain and develop a robust filing system to support the team to locate documentation swiftly and efficiently.
- To support the Quality and Performance meetings with curriculum to drive quality within the provision.
- Be responsible for accurate inputting onto the Employers Digital account and working on other government systems.
- Support with the booking and locating venues for accommodation.
- To provide all aspects of apprenticeship and student administration such as production of letters, minutes of meetings, stock control, dealing face to face or other communicated queries.
- To support student enrolments within the Group and work with the central MIS/Marketing teams throughout main enrolment.
- To support relevant elements of the admissions process as identified including interviews, offers and taster days.
- To support the processing of DSATs, other data queries and regular data accuracy checks on a timely basis and corrections are compliant with funding rules.
- To carry out regular accuracy checks of all data within the Department as directed by the School Administration Leader and maintain data standards including adherence to the GDPR.
- To create requisitions for approval and onward submission to suppliers in accordance with procurement policy and procedures, and accurately record the receipt of goods in a timely and accurate manner.
- To liaise with line manager to support College events including parents' evenings, open evening, and awards event.

#### **GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

**Few rules & clear boundaries**

*The ability to be creative, within areas of focus.*

**Energy & enjoyment**

*Fostering an environment that enables our people and learners to be brave, interact and have fun.*

**Passion & ambition**

*Encouraging all to think aspirationally, inspiring others to do the same.*

**Ownership & performance**

*Using our robust business planning model to allow areas to have clear ownership over their vision and remit.*

**Creative & reflective**

*Always hungry to learn and looking ahead to see what is on the horizon.*

**Collaborative & responsive**

*Proactively seeking opportunities to create synergies and positive outcomes for all.*

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<b>Department</b>	

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

<b>Qualifications and Attainments</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
D	Q1. GCSE grade C / 4 or above in maths and English (or equivalent literacy and numeracy at Level 2 or above)	A
<b>Experience and Knowledge</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	Experience of using Microsoft Office systems and databases, (Word, Excel, Outlook etc.)	A / I
E	Enthusiasm and confidence in establishing and internal and external relationships.	A / I
D	Experience of working in a team environment.	A / I
D	Experience of working in an administrative role	A / I
<b>Skills and Competencies</b>		

<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	Relates effectively to others, both one to one and in teams, effective in giving and receiving messages both face to face and in writing.	A / I
E	Highly organised with the ability to work to demanding deadlines and deliver outcomes in an accurate and timely manner.	A / I
E	Ability to exercise absolute integrity in respect of confidential matters and to ensure that any specified procedures for ensuring the security and confidentiality of information are always maintained.	A / I
E	Takes responsibility for own development.	A / I
E	Continually exudes optimism and a “can do” attitude.	A / I
E	Take a questioning approach to problems and enjoy looking for solutions to challenges presented.	A / I
<b>Behavioural, Values and Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	B1. Support and promotion of equality, diversity and inclusion	A / I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I