

Organisation:	University Centre Leeds
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	University Centre Leeds
Core Job Role:	Administration
Job Title:	HE Apprentice Administration and Admissions Officer
Reports to:	HE Administration Lead
Grade	Level 3 Apprentice
Date of compilation:	26/08/2023

ROLE SUMMARY:

Working within University Centre Leeds, the role provides comprehensive administrative services to support Registry, whilst undertaking on-the-job training, leading to a nationally recognised qualification in business administration at level 3.

SPECIFIC ROLE RESPONSIBILITIES:

During your apprenticeship you will learn about the following specific role responsibilities of the HE Administration and Admissions Officer:

1. To provide a professional administration service for the University Centre.
2. Undertake administrative and clerical tasks, including word processing duties, use of databases and spreadsheets, mailshots, email, photocopying and filing.
3. Take detailed minutes at various meetings and maintain confidentiality
4. Deal effectively and professionally with telephone and face to face enquiries from staff and the public.
5. Carry out general admin duties relating to curriculum areas, including setting up registers, timetables, letters, change requests, chasing references/results.
6. Maintain student records including processing enrolments, withdrawals and change requests.
7. Maintain student finance records (SFE system) confirming registration, attendance and bursaries.

8. Create and maintain effective filing and computerised systems as required.
9. Deal with requisitioning for goods and services, and process invoices using the College's financial portal.
10. Assist at enrolment and other college events, including evenings and weekends as required.
11. During your apprenticeship you may also have the opportunity to learn about some of the specific role responsibilities of the HE Administration Lead, HE Policy and Compliance Officer, and HE Data Analyst.

CORE RESPONSIBILITIES:

During your apprenticeship you will learn about the following core responsibilities of the HE Administration and Admissions Officer:

1. Support the student Recruitment and Admissions potential student experience in terms of an efficient and streamlined process for all stages of recruitment with a strong focus on conversion of enquires to enrolment.
2. Be the first point of contact for potential students, including Application and course enquiries.
3. Offer Matrix standard of advice and guidance to potential students, attending external events across the region – including evenings and weekends.
4. Support the interview events to provide an excellent experience for potential students, parents, and external stakeholders
5. Ensuring all applications are dealt with efficiently and in a timely manner to meet our Service Level Agreements.
6. Process applications including tracking student applications and ringing, texting and emailing students and ensure all offers have been made to potential students.
7. Help plan and take a significant role in the main enrolment
8. Help students to book on the booking system, send reminders via text and emails and chasing students via phone to book on to the system
9. Undertake a variety of support activities at all college student recruitment related events such as open days and curriculum specific activities both internal and external to the college.
10. Promote course specific curriculum programs and activities including taster days and keep warm activity.
11. Process the internal progression HE students into the college.
12. Work to flexible and diverse workflows and shift patterns in line with business needs

including some evenings and weekends.

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.

Ownership & performance

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

Energy & enjoyment

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

Creative & reflective

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

Passion & ambition

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

Collaborative & responsive

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

Person Specification

Job Title:	HE Apprentice Administration and Admissions Officer
Department	University Centre Leeds (HEDO)

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 is 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

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1 Good general education	A/C
D	Q2 English and Mathematics at Level 2 or above Where a business administrator has not already achieved Level 2 English and Maths, they must do so before taking the end-point assessment.	A/C
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	EK1 Used to dealing with people of all ages and from a variety of backgrounds.	A/I
D	EK2 Experience of dealing with outside agencies.	A/I

D	EK3 Working as part of a team	A/I
D	EK4 Ability to work under pressure and to deadlines	A/I
D	EK5 Previous experience of working in Further Education and Higher Education.	A/I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1 Organisational skills	A/I
D	SC2 Able to use initiative	A/I
E	SC3 Motivational skills	A/I
D	SC4 Excellent communication skills including telephone skills, letter writing and reports as necessary.	A/I
E	SC5 Excellent attention to detail	A/I
D	SC6 A clear understanding of the major curriculum developments in Higher Education.	A/I
D	SC7 Knowledge of the University Centre Leeds HE curriculum offer.	A/I
E	SC8 Good IT skills, preferably including the Microsoft Office suite and Google applications.	A/I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
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.	A/I
E	B3 Commitment to the PREVENT agenda.	A/I
E	B4 Commitment to professional standards.	A/I
E	B5 Commitment to restorative practice approaches.	A/I

