

## Job Description

<b>Group Member:</b>		Leeds City College	
<b>Job Title:</b>		Customer Service Apprentice Level 2	
<b>Reports to:</b>		Programme Manager	
<b>Job Grade</b>	L2 Apprentice	<b>Department</b>	Animal Care and Land Management

### CORE RESPONSIBILITIES:

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 to 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 pro-active and diligent approach to fraud awareness.

### DEPARTMENTAL RESPONSIBILITIES:

1. Support and assist with the effective and efficient running of the quality within the Curriculum delivery team for documentation supporting course enrolments and completions.
2. Undertake general administrative and clerical tasks, including word processing, use of databases, purchase order processing, spreadsheets, email, photocopying, scanning and filing.
3. Deal effectively and professionally with telephone and face-to-face enquiries from internal and external customers.
4. Maintain and develop a robust filing system to support the team to locate documentation swiftly and efficiently.
5. To support departmental meetings with curriculum to drive quality within the provision
6. To provide all aspects of student administration such as production of letters, minutes of meetings, stock control, dealing face to face or other communicated queries.
7. To support student enrolments within the Group and work with the central MIS/Marketing teams throughout main enrolment.

8. To support relevant elements of the admissions process as identified including interviews, offers and taster days.
9. 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.
10. 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.
11. To liaise with line manager to support College events including parents' evenings, open evening, and awards event
12. To develop and use a booking system for dog grooming appointments and to check dogs in on arrival.

#### **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 the Group's Values:

#### **Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

#### **Ownership**

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

#### **Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

#### **Collaborative**

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

**Passion**

*Encouraging all to have aspiration and passion in everything they do.*

**Creative**

*Always hungry to learn and looking ahead so we can be responsive*

## Person Specification

<b>Job Title:</b>	Customer Service Apprentice Level 2
<b>Department</b>	Animal Care and Land Management

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

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	Q1. GCSE grade C / 4 or above in maths and English (or equivalent literacy and numeracy at Level 2 or above)	A

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of using Microsoft Office systems and databases, (Word, Excel, Outlook etc.)	A / I
E	EK2. Enthusiasm and confidence in establishing and internal and external relationships.	A / I
D	EK3. Experience of working in a team environment.	A / I
D	EK4. Experience of working in an administrative role	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. 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	SC2. Highly organised with the ability to work to demanding deadlines and deliver outcomes in an accurate and timely manner.	A / I
E	SC3. 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	SC4. Takes responsibility for own development.	A / I
E	SC5. Take a questioning approach to problems and enjoy looking for solutions to challenges presented.	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	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I