

Job Description

Group Member:		Luminate Group Services	
Job Title:		Quality Apprentice Administrator (Level 3)	
Reports to:		Quality and Compliance Manager	
Job Grade	L3 Apprentice	Department	HE Quality and Standards (Quality)

ROLE SUMMARY:

As part of the Quality team you will work alongside directorate colleagues to provide shared Quality and Standards services at Leeds Conservatoire and University Centre Leeds, whilst studying towards a Level 3 Certificate.

SPECIFIC ROLE RESPONSIBILITIES:

1. As this is an Apprentice role, the post holder will be required to undertake studies towards the successful completion of the Level 3 Business Administrator Apprenticeship
2. Deliver a customer focussed, responsive and high-quality administrative service to support the effective running of the Quality team, also supporting other teams within the Directorate as needed, and by reacting to and meeting a range of fluctuating pressures and daily demands.
3. Gather quality-related information such as programme approval documentation, audit evidence, and student feedback, to ensure quality assurance mechanisms are implemented and reporting can be timely and robust.
4. Support with meeting and committee administration such as diarising, agendas, and minute taking.
5. Support in the recruitment, recording, and ongoing administration relating to Student Representatives and student voice where applicable.
6. Process audit requirements to ensure that internal quality-sense checks, for example assignment audits, are carried out and evidence is made available to external auditors where necessary.
7. Adhere to organisational internal reporting deadlines and obligations using agreed systems and processes, these may include computerised software, spreadsheet packages such as Excel and quality procedure manuals.

CORE RESPONSIBILITIES:

1. Attend and contribute to team meetings, planning days and other departmental staff events, sharing information and good practice.
2. Liaise with external agencies as required.
3. Communicate professionally and effectively with stakeholders internal and external to the Quality function. Identifying the appropriate communication media for each situation which may include telephone, face to face, E-Mail or video calls.
4. Demonstrate, in all actions and interactions, the professional ethical standards relevant to the quality profession, company values and role whilst adhering to legal and regulatory

requirements such as Office for Students (OfS) conditions of registration, the principles of confidentiality and data protection legislation.

5. Engage in policy development and review activities.

6. Develop and maintain offline and online information and communication, which provides students and staff with access advice, guidance and signposting.

7. Identify the problem-solving techniques that apply in a given situation taking ownership through to resolution, escalating complex situations where appropriate.

8. Practice guided continuous self-learning and professional development to maintain and develop knowledge and skills in a profession that is constantly changing, this may be through workplace learning, research and / or training courses.

9. Gather staff, student and other stakeholder feedback to inform planning and development of resources.

10. Participate in open days, student activities, graduation and enrolment where required, which may involve occasional weekend and evening work.

11. Work flexibly as a member of the Quality and Standards team.

12. Provide information and data to enable timely reports to be collated.

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

Creative

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

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

Person Specification

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Department	HE Quality and Standards (Quality)

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
E	Q1.GCSE English (or equivalent) at grade 4/C or above	A
D	Q2. GCSE Maths (or equivalent) at grade 4/C or above	A
D	Q3. Relevant customer service qualification or training	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) as an intermediate user.	A / I
E	EK2. Highly organised with the ability to work to demanding deadlines and deliver.	A / I
E	EK3. Enthusiasm and confidence in establishing internal and external relationships.	A / I

D	EK4. Experience of working in a role including administration and delivering excellent customer service	A / I
Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Able to communicate well with customers and colleagues throughout the Group, relating effectively to others, both one to one and in teams	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 create new ideas and perspectives, see possibilities and challenges in constructive ways.	A / I
E	SC4. Ability to cope with continuous and complex changes, to be flexible and able to balance multiple tasks and respond to changing priorities.	A / I
E	SC5. Ability to exercise absolute integrity in respect of confidential matters, ensuring that any specified procedures for the security and confidentiality of information are always maintained.	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