

<b>Group Member:</b>		Leeds City College	
<b>Job Title:</b>		Level 2 Customer Service Apprentice	
<b>Reports to:</b>		Deputy Head of Department	
<b>Job Grade</b>	L2 Apprentice	<b>Department</b>	School of Engineering & Manufacturing

### CORE RESPONSIBILITIES:

1. Support and assist with the effective and efficient running of the department.
2. Provide assistance and support to collate, monitor and report on attendance data and interventions.
3. To maintain student/apprentice data records including registers, ULNs, destinations/job outcomes, change requests and other reporting requests.
4. Undertake general administrative and clerical tasks, including word processing, use of databases, purchase order processing, spreadsheets, email, photocopying, scanning and filing.
5. Deal effectively and professionally with telephone and face-to-face enquiries from internal and external customers.
6. Maintain and develop a robust filing system to support the team to locate documentation swiftly and efficiently.
7. To support the Quality and Performance meetings with curriculum to drive quality within the provision.
8. Support with the booking and locating venues for events/ excursions.
9. 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.
10. To support student enrolments within the Group and work with the central MIS/Marketing teams throughout main enrolment.
11. To support relevant elements of the admissions process as identified including interviews, offers and taster days.
12. To liaise with line manager to support College events including parents' evenings, open evenings, and awards events.
13. Any other duties that are specific to the department.
14. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
15. Ability to participate in evening/weekend work as required.

## 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 Luminare 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*

### **Enjoyment**

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

### **Passion**

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

### **Ownership**

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

### **Collaborative**

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

### **Creative**

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

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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 personal statement section of 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, R = Reference

<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	EK1. Experience of using Microsoft Office systems and databases, (Word, Excel, Outlook etc.)	A / I
E	EK2. Enthusiasm and confidence in establishing 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

<b>Skills and Competencies</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
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. Take responsibility for own development.	A / I
E	SC5. 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