

Group Member:		Luminate Group Services	
Job Title:		Business Development Administrator - Apprenticeships	
Reports to:		Business Development Manager	
Job Grade	LEG B	Department	Apprenticeships

ROLE SUMMARY:

SPECIFIC ROLE RESPONSIBILITIES:

1. Coordinate and manage the end-to-end administration of apprentice enrolments.
2. Prepare, process, and check all enrolment documentation to ensure accuracy and compliance.
3. Generate apprenticeship agreements, training plans, and supporting documentation.
4. Maintain learner records within the organisation's CRM, MIS, and apprenticeship systems.
5. Monitor enrolment progress and proactively follow up with employers and learners to obtain required information.
6. Ensure all learner documentation is completed and stored in line with funding and compliance requirements.
7. Schedule onboarding meetings, inductions, and enrolment appointments.

CORE RESPONSIBILITIES:

1. Act as a first point of contact for apprenticeship enquiries from employers, learners, and internal stakeholders.
2. Provide administrative support to employers throughout the apprentice onboarding process.
3. Support apprentices with completing enrolment documentation and accessing required systems.
4. Build positive relationships with employers and learners to ensure a smooth enrolment experience.
5. Support the Business Development team with employer engagement activities.
6. Maintain and update prospect, employer, and learner data within CRM systems.
7. Produce reports and management information relating to enrolments, employer activity, and business development performance.
8. Assist in preparing presentations, proposals, and employer communications.

9. Coordinate meetings, employer events, and promotional activities.
10. Manage shared inboxes and respond to enquiries in a timely manner.
11. Prepare correspondence, reports, and administrative documentation as required.
12. Maintain accurate records and databases.
13. Support wider apprenticeship and business development initiatives 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 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

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Department	Apprenticeships

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. English and Maths at Level 2 or above and a willingness to improve in one or both disciplines to level 3 or above	A / C
D	Q3. A Level 3 or above qualification within Business Administration/Business Management	A / C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of working with an administrative role, working to deadlines and processing of data.	A / I
E	EK2. Understanding of quality assurance processes and their importance in maintaining high standards.	A / I
D	EK3. In-depth knowledge of apprenticeships, including eligibility criteria, and funding regulations in the training and education sector.	A / I
D	EK4. A good understanding of compliance, quality assurance, and documentation processing.	A / I
D	EK5. Experience of working within an educational environment.	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Effective planning, organisation, and prioritisation skills.	A / I
E	SC2. Excellent written and verbal communication skills with the ability to communicate effectively with students, staff, and stakeholders.	A / I
E	SC3. High level of accuracy and attention to detail, particularly in data processing and compliance checks.	A / I
E	SC4. The ability to work well with colleagues across the organisation and communicate effectively in person or via written communication.	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