

<b>Group Member:</b>		Luminate Group Services	
<b>Job Title:</b>		Level 3 Business Administration Apprentice	
<b>Reports to:</b>		Apprenticeship Systems Lead	
<b>Job Grade</b>	L3 Apprentice	<b>Department</b>	Inclusive Provision and SEND Directorate

### CORE RESPONSIBILITIES:

- Support and assist with the effective and efficient running of the quality related processes within the Directorate.
- Maintain accurate and up to date learner details within the MIS database ProSolution and ensure records are audit compliant for the Luminate Education Group.
- To make sure that all information relating to learner Educational Health & Care Plans (EHCP's) are stored using appropriate online storage facilities using a recognised filing system and that all relevant parties have access to information required.
- Undertake general administrative and clerical tasks, including word processing, use of databases, spreadsheets, email, photocopying, scanning and digital filing.
- Deal effectively and professionally with telephone and face-to-face enquiries from internal staff.
- Maintain and develop a robust recording system to support the team to log and document outcomes/targets and activities swiftly and efficiently on the Navigate system.
- To support the Quality and Innovation team to drive quality improvement on the Navigate system.
- Support with various other administrative tasks within the Funding, Data & Compliance team ensuring that where any errors or missing information is identified, this is communicated with all relevant parties using email and/or Google Chat.
- To support student enrolments and invigilation where required.
- To carry out regular accuracy checks of all data within the Department as directed by the Training & Development Coordinator and maintain data standards including adherence to GDPR.
- Ability to participate in evening/weekend work as required.
- Any other duties that are specific to the department.
- Assistance in the preparation, support and participation of examinations and invigilation across the Group.

**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*

**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*

## Person Specification

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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

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. English and Maths at Level 2 or above or equivalent Literacy/Numeracy.	A
D	Q2. Relevant administrative training or qualifications.	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. Knowledge of GDPR/data protection and confidentiality requirements.	A / I
E	EK3. Organised and detail-oriented approach with the ability to work to demanding deadlines and deliver outcomes in an accurate and timely manner	A / I

D	EK4. Awareness and understanding of SEND related terminology and processes such as EHCPs.	A / I
D	EK5. Good knowledge of Pro-suite, Navigate or similar student records system.	A / I
D	EK6. Experience of administrative and/or student records work in an education setting.	A / I

**Skills and Competencies**

Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Ability to work flexibly across a number of tasks with a solution focused approach to challenges presented.	A / I / T
E	SC2. Good communication skills including enthusiasm and confidence in establishing professional relationships.	A / I
E	SC3. Good customer service focus.	A / I
E	SC4. Excellent IT Skills.	A / I / T
E	SC5. Attention to detail and accuracy when transferring data/information.	A / I / T
E	SC6. Takes responsibility for own development and has a "can do" attitude.	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