

<b>SECTION A: THE ROLE</b>	
<b>Job Title:</b>	Apprenticeship & Employer Skills Administrative Assistant
<b>Institute/Service:</b>	Academic Registry
<b>Job Grade:</b>	Grade 04
<b>Job Family:</b>	Services
<b>Job Location:</b>	Lancaster
<b>Responsible To:</b>	Apprenticeship Officer (Administration)
<b>Responsible For:</b>	No supervisory or line management responsibility
<b>Role Purpose:</b>	
<p>Apprenticeship and Employer Skills Administrative Assistants play a pivotal role in supporting the administration of our Apprenticeship provision. They work in close collaboration with colleagues throughout the university and alongside our employers to provide comprehensive support for our apprenticeship provision. This entails assisting with on-boarding activities, managing programme administration, facilitating meetings, and supporting business engagement activity.</p> <p>The ideal candidate will exhibit professionalism across all aspects of their work and actively contribute to the university's apprenticeship success whilst adhering to established university procedures.</p> <p>Strong communication skills are essential, as the role involves working closely with a diverse range of colleagues both internally and externally. The candidate will serve as a main contact between academic teams, and other academic registry colleagues by offering frontline support. In addition to this, the successful candidate will be well organised and be able to work under pressure often to tight and competing deadlines.</p> <p>This is a varied and challenging role and will therefore require an individual who is able to adapt and show a can-do approach to work.</p>	

<b>SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES</b>	
<b>1.</b>	Supporting Principal Lecturers with the effective and compliant operation of all aspects of our Apprenticeship programmes. Working within established University processes and with the University's Apprenticeship Team and other professional service areas; support recruitment, effective and timely on-boarding and registration, and on-course operational support for apprenticeship programmes.
<b>2.</b>	Assist with the scheduling and servicing of regular meetings. This will include support for agenda setting, recording of meetings, tracking actions etc. and will involve liaison with staff within the academic and professional services teams.
<b>3.</b>	Support the academic team in the preparation of course materials, learning resources and documentation. Make room bookings for programme delivery at external premises including ensuring the availability of required specialist equipment and stocks of consumables for use in teaching and learning.
<b>4.</b>	Ensure effective communication with employers and Apprentice Business Development Officers and following up any areas of concern.
<b>5.</b>	Support the raising of purchase orders and billing in relation to all apprenticeship provision using financial systems.
<b>6.</b>	Work as part of a team to ensure our apprenticeship provision complies with external agencies such as the with Education and Skills Funding Agency and Ofsted.

**Additional Information:**

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

**Our Values:**

At the University of Cumbria, our values shape the way we work, our culture and environment.

*We are PERSONAL*

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

*We are PROGRESSIVE*

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

*We are ENGAGED*

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

**Providing an Inclusive Environment:**

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

**Health & Safety Statement**

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

<b>Criteria for Role:</b> Apprenticeship & Employer Skills Administrative Assistant	<b>Essential/ Desirable</b>	<b>To be identified by:</b>
<p><b>Qualifications</b> Education to RQF Level 2 (GCSE Grade C or above, or equivalent) standard in English and Mathematics.</p>	Essential	Application Form
<p><b>Experience</b> Previous experience in a similar role.</p> <p>Experience of working in higher education and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job.</p>	Essential  Desirable	Application Form  Application Form
<p><b>Knowledge, skills and abilities</b> Ability to plan and execute a range of activities based on a general brief (including non-routine duties) without constant guidance, and able to exercise initiative to develop appropriate solutions to work issues within agreed policies and procedures.</p> <p>Ability to establish and develop excellent working relationships with colleagues and customer, to establish yourself as the "go-to" point of contact in relation to processes, policies, and procedures.</p> <p>IT literacy and/or ability to use computer package(s) relevant to the area of work (e.g. running straightforward reports, creating documents, spreadsheets) - keyboard skills, high attention to detail, and accuracy of inputting information.</p> <p>Professional approach to work and work colleagues and ability to work independently, using initiative to find appropriate solutions to some non-standard /non-identical work issues independently, referring more complex issues to, and seeking advice from, line management.</p> <p>Skills to provide customer service to both routine and non-identical queries and the ability to be tactful and diplomatic when required, as a front-line service provider, to deal with sensitive situations.</p>	Essential  Essential  Essential  Essential  Essential	Supporting Statement/Interview  Supporting Statement/Interview  Supporting Statement/Interview  Interview  Supporting Statement/Interview
<p><b>Other</b> Commitment to the <a href="#">Strategic Plan</a> of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.</p>	Essential	Interview