Apprentice Summary

This role will be learning in the Infrastructure and Facilities team, a very busy office providing support across all College facilities comprising a broad variety of activities such as space management, building maintenance and health and safety.

You will learn to support the effective running of the busy College Infrastructure and Facilities Office and various activities it directly supports. The role will include day-to-day office duties, facilities assistance and basic project administration with scope to learn new areas as the apprenticeship progresses.

Main duties the apprentice will learn

Office Duties

- Organising room bookings for internal meetings on campus
- Some diary management or support in establishing suitable venues and times for meetings
- Photocopying papers and collating and preparing agendas for meetings
- Provision of reception cover (when required)
- Provision of general administrative support
- Dealing with staff / student queries

Facilities Assistance

- Administering / booking visitor parking arrangements
- Assigning access via ID cards
- Reporting repairs via the central Estates team and tracking maintenance requests
- Coordinate key management process, this will involve setting up a spreadsheet and creating a key log for updating / tracking
- Assisting with allocation of student lockers
- Coordinating small office/lab moves which will include arranging telephone and PC moves
**Project Administration**

- Tracking small works / projects and information gathering.
- Ad hoc projects: such as collating guidance notes / FAQs for event organisers.

**This apprenticeship would suit:**

- Someone with an interest in learning how a busy office environment operates, particularly in support of facilities management
- A proactive individual willing to learn how to juggle multiple tasks
- A good communicator and with the ability to develop good working relationships with a range of academic and non-academic colleagues
- An enthusiastic person with a willingness to go the extra mile
- Someone with an attention to detail
- A confident person, willing to get involved in new activities and who is not afraid to ask for help when they’re not sure!
- Someone who is happy to balance routine office work with more ad-hoc activities within the College.

**Required Knowledge, Skills, Qualifications, Experience**

- GCSE grade A*-C in Maths and English
- An ability to communicate appropriately with colleagues of all levels both in verbal and in written form
- Competency in word processing using MS word and basic functions on MS Excel and powerpoint
- Confident and inquisitive – with a desire to learn and develop within the role.
- Some experience and/or understanding of the expectations of working in a professional office environment

**Career Pathway**

There are two possible career pathways linked to this role such as Higher Education administration and Facilities Management.