Apprentice role title | Education Services and Support Administration Assistant
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College/Budget Centre | College of Medical and Dental Sciences
School/Department | Education Services and Support
Duration of the apprenticeship | 12 months and 1 day
Contact details for any enquires | Miss P McLeish
| p.j.mcleish@bham.ac.uk
| T: 0121 414 6959
Closing Date | 10th July 2017

**Apprenticeship summary**

This apprenticeship is designed to provide a wide range of administration experience.

Working across four operational areas within Education Services covering: Undergraduate Programmes, Postgraduate Programmes, Student Services and Technology Enhanced Learning.

The apprentice will develop essential skills as an assistant administrator and will be given specific tasks in each area aimed at developing the administrative skillset in a functioning workplace. These tasks will be meaningful and of genuine value to the teams. Working with your Mentor(s), who will provide appropriate support, you will be required to be complete tasks to agreed standards and deadlines.

This is a great opportunity for an apprentice to gain substantial experience in a diverse environment which will give a real insight into educational administration and help in their development of personal learning and thinking skills.

**Main duties the apprentice will learn**

- To support a wide range of stakeholders, including academic and professional services staff
- To undertake duties as may be required from time to time in furtherance of the work of College of Medical and Dental Sciences.
- To undertake and complete tasks/projects in the allotted time
- To attend events
- To maintain a reflective blog

You will develop the following skills in this post:
- Ability to work independently or as part of a team
- Attention to detail and the ability to deliver what is required, when it is required
- Front of house skills
- Telephone and communication Skills
- IT Skills: Microsoft Office, editing of online content, Audio/Visual skills

This apprenticeship would suit:

A person with a willingness to learn new skills and is enthusiastic to work in Higher Education. Individuals would ideally be proactive, fast learners who demonstrate a "can do" attitude.

Required Knowledge, Skills, Qualifications, Experience

GCSE grade A*-C (or 9 -4) in Maths and English preferred: (This requirement may be met through the achievement of Level 2 functional skills or equivalent qualifications)

Basic IT skills

Initial assessment must be used to ensure that applicants have a fair opportunity to demonstrate their ability. Learning programmes can then be tailored to meet a range of abilities and to recognise prior knowledge and experience.

Career Pathway

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<tr>
<th>Programme Administrator</th>
<th>Using office software; data entry and management; internet and email communications</th>
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<tr>
<td>Personal assistant</td>
<td>Using internet and email; researching for and preparing presentations, Preparing presentations or handouts; keeping records using databases or spreadsheets</td>
</tr>
<tr>
<td>ELearning support</td>
<td>Recording and editing audio and video clips; preparing text and images for publication</td>
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<tr>
<td>Student/Customer Services</td>
<td>Front of house reception, responding to customer/visitor enquiries. Using office software, supporting events</td>
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