

# JOB DESCRIPTION



<b>POST:</b>	HR / Business Administration Apprentice
<b>GRADE:</b>	Apprenticeship
<b>RESPONSIBLE TO:</b>	Payroll & Utilisation Manager
<b>RESPONSIBLE FOR:</b>	Undertaking specific organisation/administrative tasks in support of the HR Department.

## MAIN DUTIES

### 1. Provision of excellent customer service to College staff by ensuring:

- i. the highest standards of customer care;
- ii. appropriate responses to telephone enquiries;
- iii. follow-up to enquiries in accordance with the Department's Customer Service Agreement;
- iv. appropriate liaison with staff.

### 2. To undertake the role of HR Departmental Receptionist, to include:

- i. ensuring that visitors to the department are greeted and welcomed appropriately;
- ii. Answer visitors queries where possible or ensure they are directed to the relevant person to assist them with their query;
- iii. ensuring that departmental telephones are answered swiftly;
- iv. ensuring that confidentiality is maintained;
- v. processing incoming and outgoing post.

### 3. To work with the Payroll & Utilisation Manager and HR Advisers to ensure that all administrative processes are thorough, effective and in accordance with the Department's Customer Service Agreement, to include:

- i) Supporting the College's staff recruitment processes.
- ii) Monitoring and completing the College's single central record
- iii) Completing the College's absence (holiday and sickness) system
- iv) Providing notes at required meetings

- v) Maintaining staff personnel records (paper based and electronic)
- vi) Providing admin support to training events (organising rooms, refreshments etc)
- vii) Providing admin support for payroll and pensions
- viii) Recording and logging staff appraisals and other staff documentation
- ix) Maintenance of a regular archiving process for redundant/obsolete files
- x) To provide support to the HR Team, regarding one-off tasks and projects, diary planning

**4. As part of this apprenticeship, you will also be expected to study and collect evidence for your NVQ 3 Diploma in Business Administration.**

**5. General**

- (i) To participate in the College's Appraisal Scheme and undertake any professional development as identified with your line manager.
- (ii) To adhere to College Health and Safety and Equal Opportunities policies and to comply with relevant legislation.
- (iii) To undertake any other such duties as may be reasonably required of you commensurate with your grade, at your initial place of work or at any of the other College sites as determined by the Principal.

### **SAFEGUARDING AND PROMOTING WELFARE OF CHILDREN**

All work in the College involves some degree of responsibility for safeguarding children, although the extent of that responsibility will vary according to the nature of the post. Fareham College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The post holder must be aware of the College's policies which safeguard and promote the welfare of children, and adhere to their guidelines.

### **CONDITIONS OF SERVICE**

The Conditions of Service, which apply to this Post and other detailed information, is available from the Human Resources Department.

This job description is not exhaustive but outlines the main features of the post. It may vary as the post evolves without affecting the nature of the duties and the responsibility level. In consultation with you, it is liable to variation.

# PERSON SPECIFICATION



POST:	HR / Business Administration Apprentice		
NO.	CRITERIA	ESSENTIAL/DESIRABLE	HOW ASSESSED
<b>QUALIFICATIONS</b>			
1	Sound basic educational qualifications including GCSE - Maths and English - Grade C or working towards	Essential	Application Form & Certificates
<b>EXPERIENCE &amp; KNOWLEDGE</b>			
1	Previous experience working in a HR Administrative role.	Desirable	Application Form & Interview
2	Experience of working with computers, including a good working knowledge of Microsoft Word & Excel.	Essential	Application Form, Interview
3	Experience of working in a busy environment and of meeting tight deadlines.	Desirable	Application Form, Interview
<b>SKILLS &amp; COMPETENCIES</b>			
1	Excellent interpersonal & communication skills	Essential	Application Form, Interview
2	Ability to comply with strict regulations about confidentiality and behave according to the appropriate protocols;	Essential	Application Form, Interview
3	Excellent organisational skills	Essential	Application Form, Interview

## PERSONAL QUALITIES

1	Ability to work under pressure in a team environment and produce work of an excellent standard	Desirable	Application Form, Interview
2	Ability to work on own initiative, and identify tasks to be undertaken within the remit of the post	Essential	Application Form, Interview
3	Ability to communicate effectively both orally and in writing to individuals. A patient attitude is essential;	Essential	Application Form, Interview

## FOR SIGNATURE BY APPOINTED EMPLOYEE:

I hereby confirm my agreement to the job description for my role as set out above

Print Name:

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Date:

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Signature:

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