

# Job Description

**Job title:** *Apprenticeship Operations Administrator*

**Directorate – Registry Services**

**Grade: C**

**Role profile: SMC2**

**Part time (24 hours per week)**

**Permanent**

Duties of the role	
<b>Overall purpose of the role</b>	<p>The Administrator plays a vital role in Apprenticeship and Technical Education Services, providing essential administrative support to ensure the smooth running of academic programmes, apprenticeship compliance and ensuring a positive student experience. This role will assist with coordinating and managing a variety of tasks, taking ownership of assigned subject areas to deliver an efficient and effective service to students, academic colleagues, and internal departments.</p> <p>This role sits within Apprenticeship and Technical Education Services and supports apprenticeship and technical education administration throughout the student lifecycle. The post holder must be able to work collaboratively with other team members and to prioritise their workload based on the needs of the wider team.</p>
<b>Main duties and responsibilities</b>	<p><b>Student Administration:</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support for assessment procedures, such as collating marks, preparing documentation, and drafting comms for students.</li> <li>• Contribute to enhancing the student experience by providing helpful and efficient administrative support and resolving issues promptly.</li> <li>• Monitor attendance for learners and provide regular reports to programme teams and Apprenticeship Officers</li> </ul> <p><b>Quality Assurance and Data:</b></p> <ul style="list-style-type: none"> <li>• Action straightforward data requests received from stakeholders and customers ensuring data accuracy in student records.</li> <li>• Provide support for Quality Assurance processes within the Service, such as reviewing documentation or preparing reports.</li> </ul> <p><b>Support for Committee Servicing:</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support to committees including preparing materials and taking minutes.</li> </ul> <p><b>Support for Academic Management and Academic Administration:</b></p> <ul style="list-style-type: none"> <li>• Support the scheduling of Programme Assessment Boards, including liaising with Faculties and academics to confirm their availability.</li> </ul> <p><b>Registration and Assessment Processes:</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support for key Apprenticeship and Technical Education Services activities, such as student registration, assessment board preparation and graduation ceremonies.</li> <li>• Run Module Assessment Review (MAR) error checking reports and assist with resolving identified issues.</li> <li>• Support student registration and re-registration activities, ensuring a smooth and efficient process for students, both physically and virtually.</li> </ul>

## Duties of the role

### **Additional Responsibilities:**

- Assist the wider remit within Apprenticeship and Technical Education Services
- Perform any other duties commensurate with the job grade as reasonably required from time to time.

### **Act in accordance with DMU Values:**

- *Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others.*
- *Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions.*
- *Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively.*
- *Community minded - Embrace alternative views, treat others with respect, and tackle inequalities.*

### **DBS**

This role is subject to a DBS check, the level of DBS check will be determined at offer stage.

### **ALL –**

Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.

The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

# Person Specification

Job Title – Apprenticeship Operations Administrator

Grade: C

Role profile: SMC2

Part-time - 24 hours

Permanent

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
<b>Academic qualifications</b>	Five GCSEs, Grade C or above, including English and Maths (or equivalent).	E		√			√
	Educated to 'A' level standard or equivalent		D	√			√
<b>Previous Work Experience</b>	Experience of working in an administrative role.	E		√	√		
	Experience of working on a number of activities concurrently	E		√	√		
	Experience of using spreadsheets and large databases.	E		√	√		
	Experience of working within a team.	E		√	√		
	Experience of working in further or higher education		D	√	√		
	Experience of working in a customer facing environment		D	√	√		
<b>Knowledge, Skills &amp; Abilities</b>	Strong IT skills including Microsoft Office (or equivalent) and web-based applications.	E		√	√		
	High levels of accuracy and attention to detail.	E		√	√		
	Ability to collect, collate, organise and log data and records accurately and in a timely manner (hard copy and electronically).	E		√	√		
	Ability to prioritise workload with minimal supervision in a logical and transparent manner.	E		√	√		
	Ability to communicate appropriately and effectively both internally and	E		√	√		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	externally at all levels.					
	Professional and approachable manner at all times.	E		√	√	
	Excellent customer service skills	E		√	√	
	Willingness to be flexible towards duties and adaptable towards change.	E			√	
	Understands confidentiality and the requirements of the General Data Protection Regulations	E		√	√	
	Ability to follow processes and adhere to deadlines	E		√	√	
	Able to provide a service to a diverse range of people to promote good relations and equality	E		√	√	
<b>Additional Requirements</b>	Willingness to work occasional out of office hours (e.g. evenings and weekends)	E			√	
	The post is suited to hybrid working; the business need will determine the exact split between home/office working.	E			√	

\*A = Application Form; I = Interview; T = Test; D = Documentary Evidence