



Role Profile

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|--|--------------------------|--|------------------------------|
| Job title: | Administrator Apprentice | Reports to: | Support Services Team Leader |
| Grade: | Apprentice (18 Plus) | Last evaluated: | N/A |
| Directorate: | Customer and Products | LT area: | Education and Training |
| Location: | NCC South, Erith | Budget responsibility (optional): | N/A |
| Role purpose: | | | |
| To provide an excellent customer and administration support to the National Construction College. The post holder will be enrolled onto Business Administration level 3 on the completion of the first three months probationary period. | | | |
| Key responsibilities and accountabilities (circa 5-7): | | | |
| <ol style="list-style-type: none"> 1. Deliver timely and efficient customer service to external and internal customers 2. Taking incoming calls and making external calls to external and internal customers 3. Logging complaints and follow up complaints handling 4. Process data entry using Microsoft Excel and other college systems 5. Filing and archiving of training records and other records both electronically and hard copy 6. Working effectively with other administrators to ensure that activities are covered in their absence | | | |
| People Leadership / Team Leadership – where the role has direct or matrix reports. | | | |
| No direct or matrix reports | | | |
| Key contacts and relationships: | | | |
| Internal: National Construction College Teams and other CITB teams External: Employers Learners SSCL Contractors | | | |
| Knowledge and Experience | | | |
| Essential: <ol style="list-style-type: none"> 1. GCSE level 4 maths and English minimum 2. Experience and knowledge to intermediate level in the use of Microsoft Excel, Word 3. Microsoft Office 4. Good communication skills 5. Attention to detail Desirable: <ol style="list-style-type: none"> 1. Previous administration support experience | | | |



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Behavioural competencies (in order of importance):

Customer Focus level 2
Communicating with Impact level 1
Building capability level 1
Innovation, change and agility level 1

Special Conditions/Other Requirements: e.g. enhanced DBS, travel requirements, working arrangements

Ability to work flexibly

Version Control:

| Version | Date | Author | Change |
|---------|------------|--------------|-------------|
| 1.1 | 23/06/2022 | Alex Geldard | Final draft |
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