

SINGLE CORPORATE SERVICES

Learning, Education and Development

Job title:	Apprenticeship & Careers Administrator	<i>To be completed by HR</i> <i>Job Reference Number</i>
Reporting to:	Career Development Facilitator	
Accountable to:	Apprenticeship & Careers Lead	
Pay Band:	B3	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

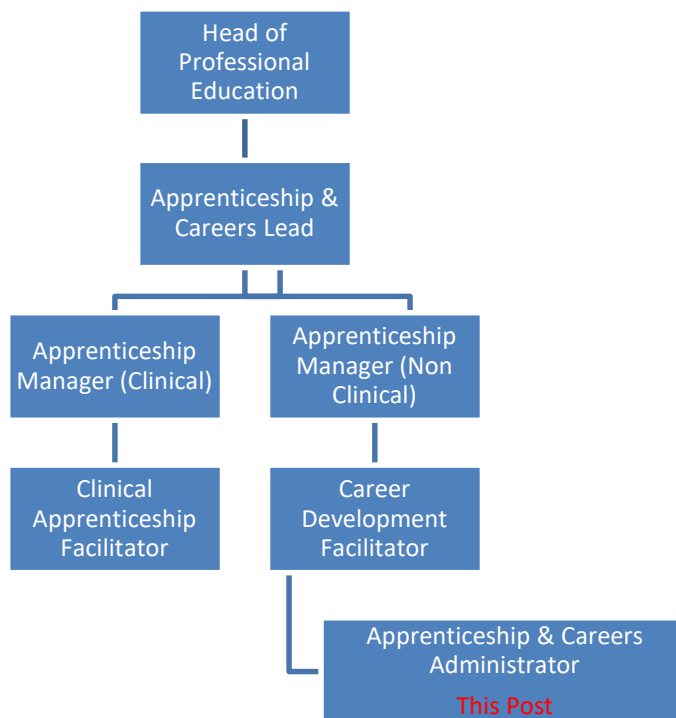
Job purpose

The purpose of this role is to provide an efficient responsive administrative support across the PHU & IWT Apprenticeship & Careers functions.

Job summary

The post holder will provide effective day-to-day administrative support to the Learning, Education and Development Directorate, specifically supporting the Apprenticeship & Careers Team, to enable the delivery of trust-wide Apprenticeship and Careers initiatives.

Organisational Chart



Specific Core Functions

1. Key point of contact for Apprenticeship and Career-related queries, via telephone, face to face and email.
2. Monitoring and updating apprenticeship data throughout the organisation, within various platforms such as Electronic Staff Records (ESR), the Digital Apprenticeship System (DAS) and other internal databases.
3. Creating and updating learner files, collating the required documentation as per trust policy, ensuring that it is easily accessible.
4. Updating and monitoring the internal apprenticeship database utilising provider reports, raising any concerns to the Apprenticeship & Careers Lead.
5. Raising cohorts to establish apprenticeship funding via the Digital Apprenticeship Service account.
6. Supporting with the planning and facilitation of events such as National Apprenticeship Week, Work Experience, Careers Events, digital and face-to-face drop-in sessions.
7. Liaising with internal and external stakeholders, via email, attending meetings or answering queries, to aid the smooth delivery of apprenticeships, highlighting concerns to the Apprenticeship & Careers Lead where appropriate.
8. Supporting with the internal application process for apprenticeships and work experience, including the sending and receiving of application forms, uploading for review and chasing any outstanding information.
9. Assisting with the onboarding of students, liaising with education providers to meet required deadlines.
10. Monitoring and assisting with queries via shared mailboxes.
11. Assisting with the recruitment of external learners, liaising with internal and external stakeholders to arrange interviews.
12. Preparing materials for engagement sessions such as registers, leaflets and posters.
13. Supporting with updates on SharePoint across both Trusts to ensure information is kept up to date and relevant.
14. Provide administrative support to Learning, Education and Development personnel within the department as required.
15. Provide support to the Apprenticeship & Careers Team and Education Administration Team Leader with co-ordination and Administration of courses and programmes for staff and students.
16. Raising requisitions and receiving orders through SBS.
17. Take and produce high quality minutes ensuring that these and associated agendas are circulated in a timely manner.
18. Create and Maintain SOPs (Standard Operating Procedure) for all the main functions of the role, to be stored in centralised electronic files in set format. These should be regularly revised to ensure they are up to date and relevant.
19. To provide cover for the Education Centre Reception as part of a rota system with other members of the department.
20. Any other tasks as required by the department
21. Develop as an individual by taking personal learning responsibility.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally to assist in undertaking own job. Communication is mainly with work colleagues, however, will involve external stakeholders including but not limited to apprenticeship providers and other contract providers.

Analytical and Judgement

- Judgements involving facts or situations, some of which require analysis.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,
- The post holder is responsible for taking and transcribing formal minutes,

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random.

Mental effort

- There is a frequent requirement for concentration and strong frequent attention to detail is required.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
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Qualifications	<ul style="list-style-type: none"> • NVQ3 or equivalent • Educated to GCSE level (or equivalent) • or equivalent experience 	<ul style="list-style-type: none"> • Minute taking qualification 	Application / Interview
Experience	<ul style="list-style-type: none"> • IT experience, preferably in the use of Microsoft Office and Oracle (or equivalent software) 	<ul style="list-style-type: none"> • Experience in minute taking for structured meetings. • Experience in working in a busy office environment 	Application / Interview
Knowledge	<ul style="list-style-type: none"> • Ability to achieve high level of accuracy while ensuring deadlines are met • Excellent communication, reception, interpersonal and organisational skills • Strong customer service skills • Ability to deal with all levels of staff, external organisation representatives, patients and general public • Ability to communicate in oral and written English 	<ul style="list-style-type: none"> • Ability to take minutes and generate minutes • Working knowledge of clerical procedures • Ability to understand and work with ordering, administrative and personnel processes and practices 	Application / Interview

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to: Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.



This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.