

Person Specification

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| Post | Senior Apprenticeship Officer |  | Dept | Apprenticeships |
| Grade | scale 4 |  | Ref No | 060-21 |

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| Education / Training |  | | Criteria Essential (E)  Desirable (D) | Measured By  Interview (I)  Application (AF)  Assessment Ctre (AC)  Presentation (P) |
| Maths and English L2 or equivalent  An appropriate word-processing/IT qualification or relevant knowledge and experience | | | E  E | AF/I  AF/I |
| Relevant Experience | |  |  |  |
| Experience of dealing with people in a customer care situation  Experience of working towards and/or maintaining customer Service excellence  Experience of using computerised record systems and online programmes as major administrative tools  Experience of apprenticeship programmes and the administration of such programmes.  Able to organise and prioritise tasks and workload through from initial stage to completion to meet deadlines.  Experience of apprenticeship funding and/or audit requirements | | | E  E  E  D  E  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| Relevant Knowledge/ Skills & Aptitudes | |  |  |  |
| Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email.  Able to develop and operate systems for keeping clear and accurate records  Able to present data in a clear and accurate manner .  Credible oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner  Good organisational skills with the ability to multi task under pressure  Ability to problem solve complex data matters  Knowledge of apprenticeship funding rules and systems  Ability to work effectively within a team.  Understand and how to promote funding changes with relevant partners. | | | E  E  E  E  E  E  D  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| Special Requirements | |  |  |  |
| Be punctual and reliable.  Demonstrate a professional but friendly manner.  The successful post holder would be expected to have a flexible approach to their work.  The successful applicant will need to have an Enhanced DBS check to work in the College environment.    Must be willing to undertake appropriate training and development in order to meet the requirements of the college.  Awareness of health and safety requirements.  Commitment to the principles of valuing diversity and equal opportunities.    Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.  The post holder may be required to travel to other Bolton College sites / venues in the undertaking on their duties.  Some flexibility maybe required with regards to hours of work – advance notification will be given. | | | E  E  E  E  E  E  E  E  E  E | AF/I  I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  I  I |