

## LONDON BOROUGH OF LEWISHAM APPRENTICESHIP SCHEME

### Job Description

<b>Directorate:</b>	Community Services
<b>Section:</b>	Adult Learning Lewisham (ALL)
<b>Job Title:</b>	Business Resources Apprentice
<b>Grade:</b>	<b>London Living Wage</b>
<b>Reports to:</b>	Business Resources Team Leader
<b>Contract Duration:</b>	18 Months

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### Main Purpose of the job:

The main purpose of the job is to undertake a range of business support duties, in order to provide a coordinated, flexible and effective administrative support for the Business Resources team. The specific support required will depend on the functions of the projects worked on by the post holder.

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### Summary of Responsibilities and Personal Duties:

1. To carry out administrative tasks related to learner and tutor data held within the central MIS system.
2. To comply with ALL's systems and procedures to ensure accurate, complete and robust data is collected and maintained for all of the provision with adherence to Data Protection legislation and funding body guidelines.
3. To complete requests for reconciliation of data ensuring they are completed promptly and accurately as required.
4. To adhere to ALL's positive commitment to inclusivity and equal opportunities for all users at all times.
5. To provide a warm welcome for visitors to the centre, dealing with all enquiries in a professional and efficient manner.
6. To ensure that the Business Resources area and learner centred notice boards are maintained in a visually attractive and tidy manner that complies with ALL's health and safety standards.
7. To assist Learners in completing enrolment forms as required and to ensure they are uploaded onto the enrolment system accurately and as efficiently as possible. To ensure that Data Protection regulations are adhered to at all times.
8. To initiate the process with complaints from customers, clients, staff or the public promptly and in accordance with the Council's complaints procedures.

9. To process enrolments and maintain learner records in accordance with the funding body's guidelines.
10. To be responsible for handling enrolment fees and café takings on a daily basis and adhere to banking procedures.
11. To provide administrative and telephony services within Business Resources, dealing with enquiries and transactions as necessary.
12. To contribute to the efficient operation of the Business Resources function in reviewing and updating Business Resources and Support Services team procedures, forms and information, held either in document format or on the electronic systems.
13. To promote by consistent example, both internally and externally, the philosophy, values and behaviours outlined in ALL's vision, mission and values statement. To carry out the duties of the post with due regard to the Council's Equal Opportunities Policies and Core Values.
14. To assist in carrying out the Council's Environmental Policy within the day to day activities of the post. To ensure Health and Safety policies, practices and legislation are complied with and that safe working practices are adopted at all times. Other duties commensurate with the post.
15. To work with databases, programmes and telephone systems.