



JOB DESCRIPTION

Job Title: Information Services Apprentice

Responsible to: Information Services Manager

Responsible for: N/A

1.0 Job Purpose:

- To provide a comprehensive range of activities to support student and programme-centred administration including the validation and processing of data collected from a variety of sources.

2.0 Key Responsibilities

- Accurately input all learner records data, collecting monies and fees, auditing and timely corrections to all individual learner data and tracking
- Ensure all records are checked and filed appropriately
- Undertake regular checks on the accuracy of learner information to identify and rectify any errors
- Contribute to the development of the college strategic and operational plans.
- Act as an ambassador for the Group, contributing towards the organising of appropriate functions including enrolment and other specific events as required.
- Provide a high quality support service to both internal and external clients to meet agreed service standards.

3.0 Specific Duties

- Input and maintain learner information on Student Records Databases in an accurate and timely way to ensure a continual match between documentation and computerised records. To include (but not limited to):
 - a. Enrolment forms
 - b. Fees
 - c. Student details amendment forms
 - d. Achievement
 - e. Timetables
 - f. Manual registers
 - g. Student registrations
- Have an effective role in the enrolment process, including dealing with enquiries from students, advising on fees and course availability and collecting payments in accordance with College Cash Handling procedures
- Advise line manager of any issues as soon as possible and participate in problem solving discussions
- Liaise with tutors and Institute staff to ensure accurate information is provided and input onto the student records system



- Deal with incoming and outgoing communication within the area.
- Answer routine enquiries from staff, students and the general public regarding student information, working flexible hours were necessary
- Promotion of the groups Learner first ethos, ensuring that the learner experience is uppermost in any actions that are taken.
- Assist with timetabling, registers and examination processes.
- Operate an ad hoc booking service to allocate rooms for meetings, interviews and external events
- Owing to the nature of the work of the College, you may be required to work in the evenings or weekends.

4.0 Budget Responsibility

The post holder is not a budget holder under the Institute Group's accounting systems. However the post holder will be required to observe and comply with the financial regulations of the Institute Group at all times.

5.0 Continuing Professional Development

- The post holder will proactively take part in the Institute Appraisal process.
- The post holder will be expected to attend training and continuous professional development events and be responsible for their own professional updating.

6.0 Health and Safety

The post holder will be required:

- To take reasonable care to safeguard their own safety and that of others with whom they work;
- To cooperate with designated officers named by the Governors and/or the Principal and any other designated Institute manager to enable the Institute to comply with its obligations under Health and Safety legislation.
- Not to interfere with or to misuse anything provided in the interests of health and safety or welfare.
- To report immediately any defects in plant, equipment or the working environment

7.0 Equality and Diversity

The Institute Group is committed to the provision of equal opportunities and strives to ensure that unfair discrimination does not occur. All employees have a duty to ensure unfair discrimination does not occur and to support the implementation of the Institute Groups' Equality policy as appropriate.

8.0 Safeguarding Children and Vulnerable Adults



GRIMSBY INSTITUTE GROUP

The Institute Group recognises that it has a statutory and moral duty towards safeguarding the welfare of children, young people and, if appropriate, vulnerable adults who participate in any Institute group activities and expects all staff to share this commitment.

9.0 Values

The Institute Group values are an essential part of the Institute Group achieving its core purpose and it is an expectation that these are adopted in daily working.

- Our learners and customers are paramount.
- Strive to provide excellence in all we do.
- Working together, with mutual respect and support.
- Acting with integrity at all times.

You are expected to contribute towards the positive promotion and role model the Group core values and acceptable standards for learners.

10.0 Institute Group Policies and Procedures

All staff are required to comply with Institute Group Policies and Procedures which can be accessed via the Virtual Learning Environment.

NOTE:

The job description is current as at the date of the appointment. In discussion with your line manager your post description may be varied to reflect or anticipate changes in or to the post and you may be required to undertake other duties commensurate with the grade of your post.

Signed: **(Post holder)**

Date:.....

