Association of Colleges
The Association of colleges (AoC) exists to represent and promote the interests of colleges and provide members with professional support services. As such, we aim to be the authoritative voice of colleges – based on credible analysis, research, advocacy and consultation with colleges – and the first choice destination for guidance and advice for members. AoC was established in 1996 by colleges themselves as a voice for further education and higher education delivered in colleges at national and regional level. Our membership includes General and Specialist Further Education colleges and Sixth Form colleges in England and we work with other college associations via the UK Council of colleges AoC's structure includes a busy national office in London, an active network of nine regional offices and a wide range of member networks, through which staff and Governors inform and shape AoC policy and activity.

AoC Create is AoC's commercial subsidiary company. It has four distinct, first-class services: executive recruitment, interim management, training and consultancy and events. AoC Create uses its extensive network to recruit many senior staff annually for colleges, including principals, leaders and interim managers. Working alongside AoC's policy experts, AoC Create knows about the issues and legislative changes affecting the sector before its competitors do. AoC Create invests all its profits back into AoC so when colleges commission AoC Create, they are helping the sector to thrive. More than 6,500 college professionals attend its conferences, workshops and training programmes every year.

JOB DESCRIPTION

Business Administration Assistant (Apprentice)

Job Purpose: To provide administrative support to the AoC Group and assist in the organisation, delivery and continuous improvement of events whilst completing the Business and Administration Apprenticeship Qualification.	
Department / Directorate	AoC and AoC Create
Reports To	Events Manager
People Management	**Direct Reports:** None **Indirect Reports:** None

Monetary Responsibility	**Budget/ Revenue Generation:** None **Risk Management:** Avoiding poor customer service, errors in documentation, communication and organisation of events/meetings – risks damage to reputation.
External Key Contacts	AoC members, venue providers, delegates attending events
Internal Key Contacts	AoC colleagues

Key Accountabilities & Responsibilities:

- Provide administrative support to AoC departments on a rotation basis as part of the apprenticeship training scheme, including (but not limited to):
    - providing a high quality service to our members/customers and to internal colleagues and visitors to our offices;
    - assisting with the organisation of meetings and attending meetings for minute-taking;
    - typing correspondence and assisting with the production of business documents;
    - printing, photocopying, filing, and other general administration;
    - assisting with finance administration, providing reception services, organising travel arrangements, collating spreadsheets/presentations and conducting research e.g. using the Internet;
    - reviewing and distributing incoming post and processing outgoing mail and maintaining office equipment and supplies.
- Assist with the full lifecycle of organising an event including WorldSkills UK and the AoC Annual Conference and Exhibition- attend all planning meetings and assist the Event Managers with tasks as directed; work with colleagues to plan events, processing events administration and communication to delegates.
- Attend events and coordinate delegates, providing excellent customer service to support events on-site: assist with registrations, question and answer (Q&A) sessions, directing delegates to their sessions, etc.
- Assist with collating and analysing data and feedback to identify actions to improve events; produce reports to assist the Events Producer with planning future events.
- Attend venue visits and site inspections with event managers.
- Assist with the creation/collation of event databases, including a speaker database (biographies and photos) and an academic venue database.
- Assist with marketing and promotional activities via social media (Twitter/LinkedIn) and other marketing channels.
- Assist with member communications e.g. via research for briefings and fact sheets, emails, updating company websites etc.
- Use the AoC Customer Relationship Management (CRM) system to record, retrieve, cleanse and collate information/reports e.g. for use with event promotions (e-shots, digital mailouts etc.), member communications and to inform business decision-making.

- Communicate as required with the college assessor and complete all training/assessment requirements in accordance with the apprenticeship framework.
- Any other duties commensurate with the post as requested.

PERSON SPECIFICATION

Competencies

The apprenticeship will provide training and work experience that will enable the apprentice to gain and demonstrate the following competency levels:

Competency	**Min Level for the job (Level 0-4)**	**Effective behavioural examples (taken from the Core Competency Framework)**
Working with others	1	Is consistently helpful, positive and collaborative.
Communicating with others	1	Actively listens to people, speaks clearly and concisely.
Influencing	1	Supports team members working on the same or related work objectives, seeks timely clarification to verify own understanding.
Making effective decisions	1	Shows initiative and is willing to take decisions within the accepted parameters of the role, recognises when to refer up to more senior colleagues.
Analysing and interpreting information	1	Interprets basic written information, attentive to detail.
Planning and organising	1	Keeps other relevant people updated on the progress of own work, team objective or a plan.
Taking personal responsibility	1	Takes responsibility for completing the job at hand.
Upholding ethics and values	1	Shows respect for and sensitivity to protected characteristics, cultural and religious differences.
Coping with pace, setbacks and change	1	Maintains a positive outlook despite setbacks.

Person Specification

The apprentice will require the following qualifications, knowledge and skills to undertake this apprenticeship training (these may have been gained via previous study, training or work experience):

Description	Essential	Desirable
Education/ Qualifications/ Professional Bodies		
GCSE English and Maths grade C or above or equivalent *(achievement of English and Maths qualifications is an essential study element of the apprenticeship framework so if these qualifications have not yet been achieved, applicants must be willing to attain this aspect of the qualification)*	**E – *willingness to study if not already attained***	
Interest and willingness to study and train via the Business and Administration Apprenticeship Framework Level 2	**E**	
Knowledge Skills and Experience		
Confident IT skills with practical understanding of Word and Excel and interest in learning new IT skills and systems	**E**	
Ability to work with others and support others effectively in a team	**E**	
Effective customer service skills with a willingness to accommodate customers positively and communicate positive and negative messages effectively with others	**E**	
Good personal organisation and administrative skills with the ability to self-organise to meet competing deadlines	**E**	
Attributes		
Good attention to detail	**E**	
Presents and conducts self professionally	**E**	
Demonstrates interest in business administration	**E**	
Enthusiastic and able to be a positive ambassador for AoC when liaising with members, customers and visitors face-to-face and via telephone	**E**	
Discreet and able to maintain confidentiality when working with sensitive information	**E**	
Good verbal communication skills, speaks clearly and professionally	**E**	
Good written communication skills, writes clearly with good spelling and grammar	**E**	
Demonstrates respect for equality of opportunity & diversity and works to actively promote an inclusive work environment & good working relationships amongst staff	**E**	
Demonstrates an interest in Further Education	**E**	
Demonstrates commitment to own learning and continuous improvement through training and development.	**E**	

Acknowledgement

This job description has been designed to indicate the general nature and level of the work performance by employees within this post. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications / experience required by employees assigned to the role. These may be subject to future amendments following appropriate consultation.