

Job Title: Apprenticeship Administrator
Start Date: Immediate Start
Location: Hybrid (Office [Eastleigh, Hampshire]/Home)
Salary: £ 23,206 per annum

Vocational Training Charitable Trust (VTCT) is a specialist awarding organisation (AO) and current market leader in the Hair and Beauty sectors. Launched in 1962, it offers vocational and technical qualifications, including apprenticeships, in a range of service sectors.

As a market leader in the creative industries, VTCT has a strong commitment to its core charitable objective: the advancement of education in the UK and internationally for over 100,000 learners and apprentices.

Our core values are:

Trust me to run with it: We have the freedom, empowerment and ownership to get a great job done.

We grow great people: We achieve success by valuing, supporting and investing in colleagues and customers.

Our community: We are welcoming, creative and vibrant. Achieving great things for our customers and beneficiaries.

What have we done today to make us feel proud? We innovate and improve through our passion for excellence and relationships.

Together we complete the puzzle: We reach out across boundaries to support and collaborate.

Together we talk, listen and lead: We act with courage and openness to create shared solutions.

Benefits:

- 26 days annual leave, rising to 27 after 2 years. With an extra day for your birthday
- Hybrid working arrangements available
- Life assurance 4* salary
- Enhanced sick pay benefits
- Retail discount offers
- Cycle to work scheme
- Employee assistance programme
- Wellbeing initiatives and support
- A vibrant array of social opportunities
- Free parking, free tea and coffee and free fruit!
- Healthcare services worth up to £1,400 and access to 24/7 GP services
- Wide array of training and development opportunities.

Principal Responsibilities include:

- Follow workflow procedures to ensure maximum efficiency.
- Develop and maintain electronic files and records.
- Schedule End Point Assessment bookings.
- Support the Quality & Processing teams with various administrative tasks.
- Point of contact for internal and external clients requiring information related to end-point assessment and handling complaints
- Resolves administrative problems by analysing information, identifying and communicating solutions.
- Maintain excellent rapport with customers and work colleagues.

- Liaise with the Quality Lead Apprenticeships to handle requests and queries from customers and internal managers.
- Prepare correspondence, reports, charts, spreadsheets or other related materials for the Quality Lead Apprenticeships.
- Plan meetings and take detailed minutes.
- Write and distribute email correspondence, letters and forms.

Essential Criteria:

- Level 3 / A-level or equivalent educational attainment. Including attained, or working towards a level 2 or equivalent in Maths and English.
- Experience in customer service or administrative environment.
- Great interpersonal skills and ability to work with a variety of people.
- Excellent communication and customer service skills (oral and written).
- Excellent attention to detail.
- Experience prioritising workload, establishing using time management skills and flexibility to support various teams.
- Proficiency with Microsoft Office suite in particular Excel.

Please submit your CV and a covering letter (optional) to recruitment@vtct.org.uk to start the application process.

Once you have applied will we get in touch after the advertising has closed let you know if you have been shortlisted for interview. If you are not contacted after this time you should assume you were not successful this time; we cannot give feedback on this due to the volume of applications.

Application closing date: 4th July 2022

Interview date: 14th July 2022

We reserve the right to close this advertisement early if we receive a high volume of suitable applications.

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.