



## JOB DESCRIPTION

**Job title:** Member Services Apprentice

**Reporting to:** Head of Professional Development

**Salary:** £11,544 pa

### JOB PURPOSE

To co-ordinate and support the administration and delivery of professional development activities across the Member Services and Communications Directorate.

To effectively provide administrative and research support to the Relationship Management team.

### MAIN DUTIES AND RESPONSIBILITIES

1. To work with the Head of Professional Development, and Training and Development Manager, to ensure successful delivery of the Group's professional development programme
2. To provide comprehensive advice, guidance and support to Members and individuals booking onto professional development activities
3. To provide relevant information to assist with the development and marketing of professional development activity on an ongoing basis
4. To ensure the website is kept up-to-date, and is accurate with event information relating to CPD activity
5. To ensure enquiries are effectively handled and responded to in a timely manner
6. To support the Head of Professional Development and Training Development Manager with enquiries relating to bespoke training activity
7. To organise and arrange catering requirements for training activities as and when required
8. To effectively support the administration of the Accredited Training Programme working with the Head of Professional Development, and the Head of Relationship Management



9. To effectively support the Head of Relationship Management, and the Relationship Management team, in planning for customer meetings or events by undertaking research and preparing customer presentations
10. To support the Relationship Management team with research relating to targeted promotion of our products and services including building prospecting lists and competitor analysis
11. To ensure the Membership and Foundation Officer is kept up to date on member CPD enquiries and bookings
12. To effectively support the delivery of large-scale events such as the Group's Annual Conference and Parliamentary Reception
13. To deliver excellent customer service to internal and external customers and stakeholders
14. To ensure effective and efficient control of information and data in line with GDPR requirements.

The above duties are not exclusive or exhaustive and the post holder may be required to carry out such other appropriate duties as may be determined by the Head of Professional Development, Head of Relationship Management or the Director for Member Services and Communications.

The post holder will be expected to adopt a flexible approach to ensure the efficient and effective operation of the Group.

## **OTHER DUTIES**

To ensure awareness of and compliance with all health and safety requirements taking reasonable care of the health and safety of yourself and other persons in accordance with the provision of Health and Safety legislation.

To exercise proper care in operating, handling, and safeguarding any equipment and appliances provided and issued by Skills and Education Group for individual or collective use in the performance of duties.

To keep up to date, so far as is necessary, for the efficient execution of the role, with new legislation, procedures, and methods.

To participate in the Group's appraisal process and to undertake appropriate training/ development to ensure up-to-date knowledge and practices are applied



and maintained for the efficient and effective performance of the post and to support the Group's strategic objectives.

To uphold and promote the Group's Equal Opportunities and Diversity policies and practices.

To present an appropriate professional image on official Group business.

## **TERMS AND CONDITIONS**

This post is subject to the terms and conditions determined by Skills and Education Group.

## Person Specification

	Essential/ Desirable
<p><b>Qualifications:</b></p> <p>Good standard of education evidenced by relevant GCSEs or equivalent qualifications</p>	E
<p><b>Knowledge and Experience:</b></p> <p>Ability to work effectively within and between teams to achieve common objectives</p> <p>Ability to demonstrate interest/knowledge in working within the further education and skills sector</p> <p>Ability to demonstrate interest/knowledge in staff development and training</p> <p>Experience of working in a busy environment with a strong customer service ethos</p> <p>Experience of using systems for data entry and reporting</p> <p>Experience of working in a busy environment with a strong customer service ethos</p> <p>Experience of working in an education or training environment</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
<p><b>Skills:</b></p> <p>High standards of accuracy and attention to detail</p> <p>Excellent written and verbal communication skills</p> <p>Strong organisational skills with a systematic approach to problem solving</p> <p>Organisational and time management skills with the ability to multi-task within a demanding office environment</p> <p>Ability to manage workload and take initiative</p> <p>Good interpersonal skills, confident and professional manner</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D/E</p> <p>D/E</p>

Good customer service skills	D/E
Good IT skills – ability to utilise Microsoft Office (Outlook, Word, Excel and PowerPoint)	D/E
<b>Personal Attributes:</b>	
Ability to be a team player with a positive outlook and strong work ethic	E
Acts with professional integrity	E
Committed to high standards of quality and seeks help and advice where needed	E
Ability to develop and maintain strong, effective, and professional working relationships	E
Treat people fairly and respectfully	E
Willingness to travel where necessary	E/D
Flexibility in working hours when necessary	E/D
Flexible and receptive to change	E/D