

**JOB DESCRIPTION**

**Apprentice Administrative assistant**

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| **Job Title:** Apprentice Administrative Assistant | **Present Grade:** 3 |
| **Department/College:** **Organisational Development,** People and Organisational Effectiveness Division  |
| **Directly responsible to: Projects and OD Programmes Manager**  |
| **Supervisory responsibility for:** None |
| **Other contacts**  The post-holder is required to liaise and work with a wide range of academic, researcher, professional services and senior staff including:**Internal:** * Members of the Organisational Development (OD) team
* Members of the wider People, Culture and Inclusion Team e.g. EDI, Athena Swan and Race Equality Charter
* Staff Participants on OD programmes, workshops and other interventions
* Internal Staff Contributors on programmes and workshops
* Other colleagues within the People and Organisational Effectiveness Division
* Professional Services staff, for instance in relation to publicity, catering and room bookings

**External:** * External Facilitators for the workshops and programmes
* External Contributors on programmes and workshops
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| As an apprentice at Lancaster University you will have the opportunity to gain practical work experience and training. You will work as an Apprentice Administrative Assistant within the Organisational Development team of the People and Organisational Effectiveness Division. To extend your work experience and to support other teams you will at times work across the wider division. You will be someone that is keen to develop new skills and engage in training to deliver a high standard of administrative support and customer service to internal staff and external facilitators. You will learn on the job as well as completing a **Level 3 apprenticeship in Business Administration.** The apprenticeship will include off-the-job training to allow you to achieve all the knowledge, skills and behaviors required of the apprenticeship. **Major Duties:**1. To carry out administrative tasks for Organisational Development (OD) programmes and workshop events to include:
* Setting up MS Teams meetings
* Room bookings
* Ordering catering
* Preparing and distributing handouts
* Participant lists
* Supporting the room set up and layout
* Keep accurate attendance records, upload these into the HR system and run reports as required
1. To provide administrative support for other OD activities such as the coaching bank and OD projects.
2. To assist with the maintenance of accurate financial records.
3. To provide a high level of customer service to staff through monitoring and dealing with enquiries effectively and in a timely manner.
4. To contribute to raising the profile of OD across the University through activities such as the updating of webpages and other marketing activities.
5. As a member of the People & OE Division to work flexibly beyond team boundaries, as required, to ensure an effective administrative provision for Divisional priorities.
6. To undertake any other duties, or training and development, appropriate to the grade of the post
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