**JOB DESCRIPTION**  
Apprentice Base Student Administrative Assistant, Student Based Services  
Vacancy Ref: N1659

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Apprentice Base Student Administrative Assistant</th>
<th><strong>Present Grade:</strong></th>
<th>Apprentice Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department/College:</strong></td>
<td>Colleges and Student Life, Student Based Services</td>
<td><strong>Directly responsible to:</strong></td>
<td>Base Coordinator</td>
</tr>
<tr>
<td><strong>Supervisory responsibility for:</strong></td>
<td>NA</td>
<td><strong>Other contacts</strong></td>
<td>NA</td>
</tr>
<tr>
<td><strong>Internal:</strong></td>
<td>All Student Based Services Sections, all other administrative and academic services, faculties and academic departments</td>
<td><strong>External:</strong></td>
<td>Applicants, students, staff, other customers and employers</td>
</tr>
</tbody>
</table>

**Major Duties:**

- With supervision and ongoing training become jointly responsible for:
  - Welcoming Students and Staff to the Service
  - Answering enquiries and referring people to specialist services.
  - Making bookings and appointments.
  - Delivering excellent customer service alongside timely resolution of enquiries.
  - Providing administrative support including:
    - Answering emails
    - Answering the telephone
    - Photocopying
    - Shredding
  - Updating student records systems.
  - Contributing to the overall work of the team.