LHAA
The London Hairdressing Apprenticeship Academy

Role Description	
Position Title:	Administration and Student Services Assistant
Position Salary Range:	
Reports To:	Administration Manager
Place of Work:	Primary Location – Loughton/Camden with occasional travel across all LHAA Academies
Role Profile:	**Role Summary** **The post holder has overall responsibility for providing support to the Student Liaison & Employer Engagement Manager in Loughton/Camden.** **This role requires a methodical and systematic approach and an attention to detail to ensure the accuracy of the work** **Key Role-Specific Deliverables: Support the Employer Engagement Manager with the following administrative tasks:** • Support the effective management of the student database and filing system • Produce accurate spreadsheets identifying each cohort's details • Maintain and update student folders on the S: drive as necessary • Support the day-day management of the student audit process and compliance in accordance with SfA requirements; presenting the data using spreadsheets • Support tutors by telephoning non-attending students and or advising salons as directed • Create student induction packs customised to each Academies requirements • Act as first point of contact for all inbound / outbound calls • Support the management of the distribution of student kits and uniforms and payment thereof • Support tutors with communication to the appropriate salons re student absenteeism • Support communication to students and salons as directed including termly communications to salons and follow up calls to prospective new students • Manage the AVOL and BIS upload and download of apprenticeship vacancies and student applications

	• Make all necessary arrangements for applicants to attend the LHAA for an interview and ensure that these are booked in to SLEE diary's • Support and carry out telephone reviews for all Pre-Apprenticeship / Traineeship learners as required and document accordingly. Report on any identified issues to the SLEE • Where required interview prospective Apprentices / adults, provide impartial IAG and complete application and enrolment forms • Ensure all student applications are correctly completed and entered in to the LHAA database • Ensure consistent and regular communication with new applicants to ensure first day attendance and produce a 'first day register' for tutors • Ensure accurate data is recorded for all stakeholders that interact with the Academy. • Manage the appointment setting in the Employer Engagement Managers diary to ensure regular and consistent face-face communication with schools, Connextions, housing associations and JCP etc. • Attend local area exhibitions and or schools careers' events in support of the SLEEs [this may require some out of hours or weekend working] • From the on-roll student database support SLEEs in the day-day management of student reviews in salon and diarise as required giving due consideration to area and travel management • Liaise with the SLEEs to ensure that attendance at induction, on-programme and exit interviews are regularly conducted and recorded • Regularly review the non-active employer database and target non-active salons by telephoning them, re-introducing the LHAA, assessing the salon needs and by making an appointment in to the SLEE diary to visit and re-promote the LHAA to the salon • Support the SLEEs with the active day-day management of the LHAA database

	• Provide impartial information, advice and guidance to students as required and throughout their learning experience **Generic Deliverables** • Positively promoting the development of the LHAA in every aspect of its business • Answering telephone enquiries • Support the promotion of the LHAA via the following social media feeds; Facebook, Twitter, and other media as required • Sort the daily post in the academy and ensure effective transfer of key documents to Head Office • Photocopying and general administrative duties as required • Support the LHAA Website by identifying news articles and images are broadcast on all social media links • Maintain own CPD

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KEY PERFORMANCE INDICATORS & ROLE ACCOUNTABILITY

KPIs
100% Management of daily / monthly attendance reporting
Timely production of Induction packs for new leaner cohorts and staff as required – packs to be produced one week prior to start date
100% accuracy in the tracking and management of the forward planning student in-take database
Monthly management of the online Monkey Surveys for induction, in-learning and exit.
Student Uniform and general stationery stock control
Daily upload / download of AVOL / BIS and Google feeds
100% accuracy of the SLEEs diary for review meetings
100% accuracy of the student application process prior to start date and management of the First day registers
Weekly management of the SLEE diary to ensure effective stakeholder meetings are maintained
100% accuracy of Pre-Apprenticeship reviews ensuring all are completed monthly and are compliant
Daily feeds for Twitter and Facebook from each Academy