

**JOB ROLE:** Administration Assistant

**RESPONSIBLE TO:** Apprenticeship Manager

**POST HOURS:** 37.5 Hours per week Monday to Friday  
8:00 a.m. and 4:00 p.m. (30 hour lunch) 7.5 hours per day.

**SALARY:** £26,098 per annum

**JOB PURPOSE:**

Waterside Training Limited has built a strong and respected reputation over more than sixty years for delivering high-quality specialist technical training, alongside engineering and manufacturing apprenticeship programmes.

Due to continued growth, Waterside Training is delighted to present an exciting opportunity for a motivated and detail-focused **Administrative Assistant** to join our expanding organisation and play a key role within our friendly and supportive team.

This is a varied and rewarding role where you'll play a vital part in keeping our day-to-day operations running smoothly, while also supporting our Apprenticeship enrolment and recruitment processes. You'll gain hands-on experience across multiple areas of the business, including customer service, key account management, sales support, reception, finance, and HR, making this an excellent opportunity for someone looking to develop a broad and valuable skill set.

In collaboration with the Apprenticeship Manager and HR Manager, you will deliver high-quality administrative support, playing an integral role in the success and expansion of our apprenticeship programmes, while working closely with employer partnerships to support effective key account management.

We're looking for someone who takes pride in their work, has exceptional attention to detail, and thrives in a busy, fast-paced environment. While knowledge of or experience with apprenticeships is beneficial, full training will be provided.

**Key Responsibilities**

- Support the end-to-end enrolment process, ensuring all documentation is accurate, complete, and compliant
- Proactively follow up with employers and apprentices to obtain outstanding information and documentation
- Accurately input, maintain, and update learner data within internal CRM systems
- Carry out general administrative duties, including filing, scanning, document management, and data entry
- Provide excellent customer service by responding to enquiries promptly and professionally via phone and email, while working closely with employer partners to ensure effective communication and key account support
- Assist with apprenticeship recruitment, including application processing, assessments, and interview coordination

- Organise and schedule meetings, enrolment sessions, and recruitment activities
- Work collaboratively with colleagues across departments to support business needs when required to support during busy times and cover for holiday leave.
- Support finance and operational administration, including processing purchase orders and invoices
- Support with HR processes, meetings and payroll activities on a monthly basis.
- Represent Waterside Training at open evenings, careers fairs, and company events, contributing to their successful delivery

### **What We're Looking For**

We're seeking a proactive and adaptable individual who enjoys being part of a team and takes ownership of their work. You'll bring:

- Previous experience in an administrative or office-based role
- Strong organisational skills with the ability to manage multiple tasks effectively
- Exceptional attention to detail and accuracy
- Confident IT skills, including Microsoft Office (Word, Excel, Outlook) and CRM/MIS systems
- Excellent written and verbal communication skills
- A positive, flexible approach with the ability to adapt to changing priorities
- The ability to work both independently and collaboratively
- Experience or understanding of apprenticeship and enrolment processes
- Experience working with data management systems

### **Qualifications & Experience**

- GCSEs in English and Maths (Grades C or 4 equivalent)
- Level 3 qualification in a relevant subject
- Relevant experience in an administrative position

### **What We Offer**

- A welcoming, supportive, and team-focused working environment
- Opportunities to develop your skills across multiple business areas
- Ongoing training and career progression opportunities
- The chance to make a real impact within a growing organisation
- Generous holiday entitlement.

As part of our commitment to safeguarding, this role requires an Enhanced DBS check. A satisfactory DBS certificate will be required prior to appointment.

### **Apply Now**

If you're looking for a varied and rewarding administrative role where you can grow and develop, we'd love to hear from you.

Please send your CV and a covering letter outlining your suitability for the role to:

Kathryn Kirby; [kkirby@waterside-training.co.uk](mailto:kkirby@waterside-training.co.uk) 01744 616837

**ADDITIONAL TASKS:**

1. To comply with Professional and Academic Compliance Standards at all times
2. To undertake essential training and role-related activities/CPD
3. To ensure full compliance with all policies and procedures.
4. To work within Waterside Training Ltd policies on Health & Safety and Equal Opportunities.
5. To comply with Waterside Training Ltd Safeguarding and whistleblowing policies and procedures.
6. To undertake any other duties as required by the line manager.
7. To assist with IAG guidance at careers events, fairs and open events.
8. To assist and attend apprentice events, personal development, residential, presentation evenings along with any other events to promote or help the company.
9. As part of this role you will be required to undertake a CRB enhanced disclosure check.

This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time.