



Job Description

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| Title: | Customer Services and Admin Apprentice |
| Reports to: | Head of Business and Administration |
| Location: | Academy Main Office, may be deployed across Trust |
| Hours: | Full time |
| Annual Weeks: | 42 |
| Contract Type: | 36 hours per week |
| Salary: | From £4 per hour |

Purpose of the job:

To provide admin support to the Trust departments, and ensure that parents and visitors/callers to the Academies receive a consistently high standard of customer service and attention. Provide confident and professional welcome to everyone that visits the Trust and academies. To undertake a range of day to day administrative functions as directed.

Main duties and responsibilities:

General Administration

- Undertake any appropriate administrative or clerical work to support the Trust and Academy, including data entry, filing, photocopying and mail distribution, ensuring that letters and parcels are directed to the correct person promptly.
- Assist with booking systems and help desk enquiries efficiently and effectively.
- At all times, to conduct the post as an ambassador of the values and ethos of the Trust, with a focus on ensuring the best possible support for the delivery of outstanding teaching and learning for all pupils across the Trust.
- Undertake all work with due regard to the safeguarding and protection of children, and to health and safety requirements.
- Undertake all work with due regard to best practice and legal requirements relating to diversity and equality.
- Undertake any other appropriate work as directed by the Admin Staff, Head of Business and Admin and Head Teacher.
- Ensure confidentiality at all times.

Customer Service

- Provide an attentive, friendly and helpful reception service which projects a positive image of CHAT Academies and meets the diverse needs of our community.
- Operate the Academy switchboard professionally and efficiently.
- Answer general enquiries from parents or members of the public, and refer more specialised issues to the appropriate person.

- Provide appropriate service to customers using Academy facilities on a paid-for basis outside school hours.

Information

- To support the collation and production of data and statistical information relating to the Academy as required by the Administration Team.

Parentpay

- Promote the use of ParentPay as appropriate.
- Advise and support parents in using the system effectively.
- Report any technical problems.

Admissions

- Receive applications for admissions and ensure that these are dealt with promptly.

Breakfast Club/After School Club Registrations

- Receive registrations for Breakfast Club and After School Club places.

Free School Meals

- Promote the availability of Free School Meals to families who meet the criteria.
- Process applications appropriately.

Punctuality

- Ensure that pupils who are late for school sign in as required.

General

Person Specification: Customer Services and Admin Officer

| <u>You will need to be:</u> | | |
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| You will need to have a can-do attitude with interpersonal skills. You will need to be committed to providing excellent customer service and to the aims and objectives of CHAT as a provider of the highest quality education to children in our area. | | |
| Qualifications and other required experience and skills | Essential | Desirable |
| Substantial experience of working in a customer-facing role | | X |
| Some experience of working in an administrative role | | X |
| Some experience of working in a school | | X |
| Knowledge and understanding of safeguarding | | X |
| Strong written and verbal communication skills | X | |
| Effective personal organisation skills | X | |
| Inclusive and collaborative approach | X | |
| Strong IT skills | X | |