

Job Description

Job Title:	Apprentice Clerical Assistant
Location:	Felixstowe Academy
Hours of work:	37 hours, 39 weeks per year
Reports to:	Office Manager

Overall Responsibilities:

After receiving guidance and training:

To provide administrative support in line with academy policies and processes in order to support the smooth running of the school office.

To complete training as per the apprenticeship specification, using work experience gained to support this.

Training

During the apprenticeship you will be assigned an Assessor and you will complete a Level 2 BTEC Certificate in Business Administration. You may also be required to complete Literacy, Numeracy and IT Functional Skills (this will be determined by existing qualifications). Training will be mainly through workplace assessment which will take place approximately every 4 weeks.

Main Duties:

After receiving guidance and training:

- To complete routine clerical, administrative and financial support to ensure the effectiveness and efficiency of the school office.
- To attend required meetings and training session
- To comply with individual responsibilities for health & safety in the workplace in accordance with the Academy's' Health & Safety Policies and Procedures.
- To ensure that all duties and services provided are in accordance with the Academy's Equal Opportunities Policy
- To maintain confidentiality in all Academy related matters
- To undertake any other duties commensurate with the post, as directed by the Line Manager

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a term and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the Academy at the reasonable discretion of the Principal
5. There may be occasions when it will be necessary to cover other Administrative roles within the Academy or to work with the administrative team when there are peaks and pressing issues.
6. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
7. Postholder may deal with sensitive material and should maintain confidentiality in all Academy related matters.

Safeguarding

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

Person Specification

Job Title: Apprentice Clerical Assistant

Criteria	Standard	Essential /Desirable
1. Specialist Knowledge & Experience	<ul style="list-style-type: none"> • Good IT skills including Microsoft Word, Excel and email • Good typing skills • Understanding of confidentiality and data protection 	E
	<p>You must be resident in England and have the right to work in UK, aged over 16 and not in fulltime education or hold University degree</p> <p>Level 2 Apprentice</p> <ul style="list-style-type: none"> • Educated to Level 1 Essential • Basic understanding of office processes Essential • Work experience within an office environment Desirable 	
	<ul style="list-style-type: none"> • Experience of using Google Mail, Calendar and Drive 	D
2. Organisation & Planning	<ul style="list-style-type: none"> • Ability to organise workload, working to deadlines under pressure, whilst maintaining attention to detail 	E
3. Problem Solving & Initiative	<ul style="list-style-type: none"> • Ability to resolve problems by assessing situation and using judgement for best course of action • Ability to use initiative and work independently • Ability to remain calm under pressure 	E
4. Communication	<ul style="list-style-type: none"> • Ability to communicate effectively to a variety of audiences both orally and in writing 	E
5. People Skills & Customer Focus	<ul style="list-style-type: none"> • Ability to provide excellent customer service, both to internal and external customers • Ability to build and maintain effective relationships • Ability to work effectively as part of a team • Demonstrate a commitment to equality 	E
6. Flexibility & Adaptability	<ul style="list-style-type: none"> • Willing to work flexibly to meet Academy needs 	E
8. Safeguarding	<ul style="list-style-type: none"> • Understanding of safeguarding / child protection procedures 	E
8. Other	<ul style="list-style-type: none"> • Commitment to completing the Apprenticeship programme • Willing to learn and to take responsibility for own 	E

development

- This role requires significant VDU use