

Job title:	Business Admin Apprentice
Reporting to:	School Office Manager
Salary:	£5 per hour / national rates, whichever is the higher
Working hours:	37 hours per week, 40 weeks per year (term time plus 1 week)
Core purpose:	To support the member of the College with a range of administrative duties and perform a customer service role.

CORPORATE RESPONSIBILITIES:

- To ensure that the responsibilities of the role are carried out in a way that reflects the vision and values of the Trust.
- To be aware of and observe all policies, procedures, working practices and regulations, and in particular to comply with policies relating to Child Protection, Equal Opportunities, Health and Safety, Confidentiality, Data Protection and Financial Regulations, reporting any concerns to an appropriate person.
- To contribute to a culture of continuous improvement.
- To comply with all reasonable management requests.

KEY RESPONSIBILITIES:

- To undertake a range of administration functions, including but not limited to:
 - General administration
 - Processing correspondence
 - Ordering and maintaining stationery
 - Outgoing and incoming post
 - Data entry
 - Communicate effectively using telephone, e-mail, in writing
 - Reprographics
 - Liaison with colleagues across the College and Trust to obtain and provide information
 - Supporting colleagues with aspects of their work
 - Creating and maintaining accurate electronic and paper-based filing systems.
 - Processing documentation and undertaking regulatory checks as directed
 - Generating documentation and forms.
 - Organising and maintaining the mini bus rota
 - Preparing and setting College correspondence
 - Update the Information Management System when required
- To perform a front of house customer service role by:
 - Answering and directing telephone callers to the correct staff member.
 - Taking messages and ensuring that these are passed on.
 - Greeting visitors and directing them to their meeting
 - Booking rooms
 - Ensuring the refreshments are ordered and set up
 - Cover for absent colleagues in main and student reception
- Support the HR and Finance Function with:
 - the arrangement of cover of absent colleagues
 - the recruitment and interview process
 - setting up payments using the school gateway
 - enter orders and liaise with the Trust regarding any queries
 - use HR and Finance software as required



Notes:

This document is an overview of the role. The responsibilities will include but will not be limited to those listed above and it is anticipated that the role will evolve over time and as such the duties may change.

This document does not form part of the contract of employment.

This post will have contact with children and as such a satisfactory disclosure from the Disclosure and Barring Service (DBS) is required as a condition of employment.

Our Mission:

Why do we exist? To provide our students with opportunities and experiences to enhance their life choices, making a positive contribution to the world we share.

Our values:

How do we behave? **Ambition:** we maximise our potential through striving for excellence.
Teamwork: we give 100% effort, displaying kindness and humility for the benefit of all.
Honesty: we are respectfully open about our successes and areas for growth

Our strategic anchors:

- Create a healthy organisation, free from politics and confusion through clarity following the **empowered to lead** operating model.
- Build a **compelling school culture** built on strong professional relationship where all can achieve.
- Craft and implement a **high-value curriculum** which is knowledge rich to allow meaningful application of skills.
- Put **people first** through high impact professional development and instructional coaching.



PERSON SPECIFICATION

Role: Business Admin Apprentice		E/D	A	I
Qualifications and Training				
1	Potential to achieve Level 3 in Business Administration	E		✓
2	Level 2 English or able to achieve as a condition of the apprenticeship	E	✓	✓
3	Level 2 Maths or able to achieve as a condition of the apprenticeship	E	✓	✓
Experience				
4	Practical experience of using Word	E	✓	
5	Practical experience of using Excel	D	✓	
Knowledge and understanding				
6	An appreciation of the importance of accuracy and confidentiality in respect of work of this nature	E		✓
Skills and abilities				
7	Good verbal communication skills, listens to people and speaks clearly and professionally	E		✓
8	Effective customer service skills with a willingness to accommodate customers positively and communicate positive and negative messages effectively with others	E		✓
9	Good written communication skills, writes clearly with good spelling and grammar	E	✓	
10	Confident IT skills with an interest in learning new IT skills and systems	E	✓	✓
11	Fast and accurate data entry skills	E		✓
12	Good personal organisation and administrative skills	E	✓	✓
Personal attributes				
13	Helpful, positive and collaborative	E		✓
14	Supports team members working on the same or related work objectives	E	✓	✓
15	Shows initiative and willing to take decisions within the parameters of the role	E		✓
16	Keeps other relevant people updated on the progress of own work	E	✓	✓
17	Takes responsibility for completing the task at hand to a high standard	E	✓	✓
18	Discreet and able to maintain confidentiality when working with sensitive information	E	✓	✓
Other				
19	A commitment to uphold and promote equality of opportunity	E	✓	✓
20	Demonstrates an understanding of Safeguarding issues relevant to the post	E	✓	✓

KEY: ✓

E	Essential
D	Desirable
A	Assessed by Application Form
I	Assessed by Interview

Date: August 2021

