



## **Job Description**

**Job Title:** Receptionist & Administrative Assistant Apprentice

**Location:** 183 Office/Home (Hybrid working)

**Hours of work:** 09.00 - 17.00 (Monday to Friday)

**Reports to:** Senior PA - Maddie Porter

## **Purpose of the Role:**

Under the direction of the Senior PA, you will provide flexible support across the Senior Leadership Team and the Central School Support Services Team.

The nature of the support required will vary from day-to-day, however, key responsibilities will typically include answering the main switchboard for the Trust, monitoring the main mailbox for the Trust, managing the meeting room bookings, ensuring the front of house, meeting rooms and kitchen areas are clear and well maintained. In addition, there will be general administrative tasks to support the team, communicating effectively with stakeholders, ensuring that records are well maintained and preparing documents. You will also be required to take ownership of your apprenticeship training.

## **Training:**

During your apprenticeship (typically 21 months - this will be determined by your existing qualifications and/or experience) you will be assigned a Trainer and will work towards the Business Administrator Apprenticeship standard (level 3) which has highly transferable knowledge, skills and behaviours which can be applied across all sectors.

You may also be required to complete Maths and English Functional Skills (this will be determined by your existing qualifications). Your Trainer will meet with you virtually every two weeks with onsite observations and formal reviews taking place every 12 weeks.

You will fully commit to the 20% off-the-job training requirements of the post alongside your normal day-to-day job.

## **Responsibilities:**

### **Responsibilities: Main Duties: (after receiving appropriate training and guidance)**

- Answer, screen incoming calls and advise third parties of contact email addresses of the person they would like to speak to and inform the relevant department of the call so they can contact them if they wish.
- Monitor and manage the main email mailbox (Reception@ and ContactUs@).
- Welcome visitors to the office, provide refreshments and announce them appropriately.
- Maintain security by following procedures and control access via the front reception desk (monitor sign in book, issue building passes and office fobs).
- Maintain tidiness of the front of the house area and kitchen area at all times.
- Replenish kitchen supplies e.g. milk, tea, disposable cups as required as well as ensuring stock levels for office supplies are maintained.
- Proactively manage internal bookable meeting spaces including the Event Space e.g. update the appropriate meeting room calendars; liaise with ICT if support is required when supporting external events.



- Order catering for large meetings or training events as requested, ensure requests are within guidelines. Track catering orders (via G-Sheets) to cross reference invoices. Proactively query and resolve with the supplier, invoices that are incorrect.
- Provide initial budgetary monitoring of catering orders and kitchen supplies.
- Receive and sort daily post/deliveries/couriers (incoming and outgoing).
- Research, book travel (flights, trains, taxis and hotels) and create itineraries for the CEO office admin team.
- Reconcile business expenses for the CEO office admin team.
- Maintain "AET database" and distribute any changes.
- Update AET CAL with term dates for AET academies.
- Perform other clerical receptionist duties such as document production, filing, photocopying, collating and any other ad hoc duties as required etc.
- To successfully complete apprenticeship training, by meeting regularly with your apprenticeship assessor and Internal Verifier, travelling to training when required and completing all assessment material in a timely fashion.
- This job description is a guide to the duties the post holder will be expected to undertake. It is not intended to be exhaustive or exclusive and will be subject to change as working requirements dictate and to meet the organisational requirements of Academies Enterprise Trust.

### **Permanent Appointments and higher level apprenticeships**

Due to operational requirements apprentices cannot be guaranteed a permanent job or higher level apprenticeship on completion of their apprenticeship. Where a suitable permanent job or an advanced level apprenticeship opportunity becomes available in their training academy or other Academies Enterprise Trust academies apprentices are strongly encouraged to apply for it and subject to satisfactory completion of their apprenticeship and suitable qualifications / experience will be guaranteed an interview.

### **Our values:**

The post holder will be expected to operate in line with our values which are:

- Be unusually brave
- Discover what's possible
- Push the limits
- Be big hearted

### **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 year 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/Group/Chief Executive
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.

### **Equality, Equity, Diversity and Inclusion**

At AET, we want all of our employees to feel included bringing their passion, creativity and individuality to work. We value all cultures, backgrounds and experiences, as we truly believe that diversity drives innovation. Join our family and help us inspire every child to choose a remarkable life.





**Person Specification**

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<b>General heading</b>	<b>Detail</b>	<b>Essential requirements:</b>	<b>Desirable requirements:</b>
<b>Qualifications</b>	Qualifications required for the role	<ul style="list-style-type: none"> <li>GCSE Maths and English (Grade A-C or 4-9) or equivalent or willingness to work towards Functional Skills qualifications</li> <li>Good IT skills</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Knowledge/Experience</b>	Specific knowledge/ experience required for the role	<ul style="list-style-type: none"> <li>Good record of attendance and conduct at school / college or in previous employment.</li> </ul>	<ul style="list-style-type: none"> <li>Work experience within an office environment</li> </ul>
<b>Skills</b>		<ul style="list-style-type: none"> <li>IT literate</li> <li>Confidence and desire to develop ability to communicate with people at all levels</li> <li>Effective verbal and listening communication skills</li> <li>Desire to develop excellent customer focus skills</li> <li>Desire to develop analytical and problem solving skills</li> <li>Desire to develop decision making skills</li> <li>The ability to work on own initiative or without supervision for short periods of time.</li> <li>Developing the ability to work as part of a team</li> <li>Developing good organisational skills</li> <li>Developing the ability to work under pressure and be flexible where needed</li> <li>The ability to remain calm at all times</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>



<b>Personal Characteristics</b>	Values	<ul style="list-style-type: none"><li>• Ability to demonstrate, understand and apply our values<ul style="list-style-type: none"><li>○ Be unusually brave</li><li>○ Discover what's possible</li><li>○ Push the limits</li><li>○ Be big hearted</li></ul></li></ul>	<ul style="list-style-type: none"><li>• N/A</li></ul>
<b>Special Requirements</b>		<ul style="list-style-type: none"><li>• You must be resident in England and have the right to work in the UK</li><li>• Successful candidate will be subject to an enhanced Disclosure and Barring Service Check</li><li>• Evidence of a commitment to promoting the welfare and safeguarding of children and young people</li><li>• Show a commitment to providing a fair, equitable and mutually supportive learning and working environment for our children &amp; young people and staff.</li></ul>	<ul style="list-style-type: none"><li>• N/A</li></ul>

