

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, 41 weeks per year (term time plus 2 weeks)
Core purpose:	To support the member of the Academy 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 Academy 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 academy 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.

Core Values:

Respect for individuals:	We work together to create a culture based on trust, respect and dignity.
Integrity:	We are open, honest and direct in our dealings.
Collaboration:	We know that there is strength in working together, communicating, sharing ideas and best practice and finding more efficient and effective ways to deliver our objectives.
Continual improvement:	We are a learning organisation that strives always to 'make our best better'.
Accountability:	We hold ourselves accountable and take ownership.



Adults at the Manor Academy will:

 Aspire	<p><i>Aspire for ourselves and the school to be Outstanding in all areas</i> <i>Be reflective in everything we do</i> <i>Use all the resources available to us for our own development and to support the learning of others</i></p>
 Caring	<p><i>Support and encourage every student and one another</i> <i>Look after our own and others' physical and mental well-being</i> <i>Value and share all our resources and the school environment</i></p>
 Happy	<p><i>Maintain a positive attitude</i> <i>Celebrate the successes and achievements of others</i> <i>Confidently promote the school and the work of colleagues</i></p>
 Inspirational	<p><i>Be role models for others</i> <i>Be outward facing, creative and dynamic</i> <i>Keep trying when something is tricky or difficult</i></p>
 Equality	<p><i>Treat everyone with dignity and respect</i> <i>Celebrate our diversity, strengths and talents</i> <i>Work as a team, using the skills and experience of others</i></p>
 Voice	<p><i>Listen respectfully to one another and respect the views of others</i> <i>Manage our emotions in difficult situations by remaining calm and using a restorative approach</i> <i>Demonstrate honesty and integrity in everything we do</i></p>
 Excellence	<p><i>Expect the highest standards of ourselves and others</i> <i>Seek feedback and continually review and improve what we do</i> <i>Ask for help, guidance and support when we need it</i></p>



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: March 2021

