

Ebbfleet Academy – Job Description

Business Administration Level 3 Apprenticeship

Job title: Administrator (Apprentice)
Reports to: Head of Academy Administration
Basis: Apprenticeship
Location: Ebbfleet Academy

As part of your apprenticeship course you will be working towards meeting the responsibilities outlined in this Job Description, plus any additional requirements unique to the academy/setting.

Key Responsibilities

- Undertake specific areas of responsibility, as allocated by the Office Manager, including supporting senior staff with the following areas (these will be divided amongst the administration team):
 - Admissions.
 - Teaching and learning and professional development.
 - Payments.
 - Organisation of student files.
 - Creation and circulation of the weekly parent update
 - Taking minutes at meetings.
 - Placing orders for stationery for the administration team.
 - Maintaining the college calendar.
- Present a professional, welcoming service, greeting all visitors, students and LAT staff.
- Answer, screen and forward incoming telephone calls and emails, answering queries where possible and redirecting appropriately.
- Take delivery of incoming mail and distribute to relevant members of staff/pigeon holes in a timely manner.
- Sort and attach appropriate postage to outgoing mail and prepare for collection by Royal Mail.
- Maintain a computerised reservations system for the booking of meeting rooms.
- Maintain and update student records on the college's management information system as required.
- Undertake various administrative duties including photocopying, scanning, shredding and filing, as directed by the Office Manager.
- Demonstrate a high level of initiative.
- Manage and organise work of a confidential and complex nature, with considerable tact, diplomacy and a high level of commitment, customer care and flexibility.
- Establish good working relationships with all college staff, students, LAT staff and visitors.
- Carry out any other duties commensurate with the grade and general responsibilities of the post.
- Comply with Health and Safety Regulations.

Person specification

- Grade A* - C in Maths and English
- Excellent organisational and planning skills with outstanding attention to detail
- Demonstrate a high level of initiative
- Computer literacy in usual office applications
- Ability to work on own initiative
- Committed and enthusiastic
- Excellent attendance and time-keeping record.