

Job Description

Job Details	
School Name	Westfield Community School & Start Well Centre
Job Title	Business Administration Apprentice
Grade	Apprenticeship scale – dependent upon age
Primary Purpose of Job	To provide comprehensive business administrative and receptionist support to the school and Start Well Centre
Responsible to	Business Director / Head Teacher
Responsible for	Not Applicable

Main Duties	
1.	To act as first point of contact, welcoming visitors to the school and Start Well Centre, ensuring health and safety and safeguarding procedures are followed, ensuring visitors sign in and out correctly using the touch screen Inventory system, verifying DBS information in compliance with the school's security protocols, issuing badges, passes and escorting visitors as required.
2.	To undertake reception duties, responding to telephone and face to face enquiries in a helpful and constructive manner and ensuring that actions are taken in a timely manner. To take messages and forward them to the relevant person as required.
3.	To respond to routine enquiries from staff, pupil's and parents/carers.
4.	To make arrangements for external visitors, for example, the school nurse, photographers, linked schools and parent/carers.
5.	To undertake word processing and other ICT related tasks including letters, reports, data entry and schedules.
6.	To provide routine clerical support e.g. photocopying, filing, e-mailing, completing routine forms.
7.	Sorting and distributing of internal and external mail.
8.	To maintain manual and computerised filing systems and ensuring data can be efficiently retrieved when required.
9.	To assist in the checking of deliveries ensuring the reception area is kept smart and tidy and that noticeboards are kept up to date,
10.	To support the Business Management team with financial processes within school, including the recording and reconciliation of dinner/trip/school fund monies.
11.	Sending ParentApp/text messages and ringing parents when required.
12.	Updating SIMS with pupil information and producing reports upon request from senior staff.

Main Duties	
13.	Supporting the Headteacher and Business Director in updating the school website/Parent App with documents, events and important news.
14.	Assisting in the production of monthly newsletters to parents and weekly diary planners to staff.
15.	Arranging refreshments for visitors and staff attending meetings in school.
16.	Performing other duties as required by the Headteacher and/or School Business Director.

The post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated, at the discretion of the Head Teacher and to meet the needs of the school.

Person Specification

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Grade	Apprentice Scale

Stage One

The minimum essential requirements for the above post are as follows. Please try to show in your application form, how best you meet these requirements. Disabled candidates are guaranteed an interview if they meet the essential criteria.

Skills and Knowledge		Method of Assessment
1.	Communication skills to deliver polite, courteous, and efficient customer service in person and over the telephone	Application Form / Interview
2.	Written communication skills to word process documents and take accurate messages and pass them on to others	Application Form / Interview
3.	Problem solving skills to interpret information and situations and solve straightforward problems.	Application Form / Interview
4.	Organisation skills to priorities work and complete tasks to deadlines	Application Form / Interview
5.	Understanding of Data protection and the need to keep information confidential	Application Form / Interview
6.	Understanding why safeguarding is important when working with children and young people	Application Form / Interview

Experience, Qualifications and Training		Method of Assessment
1.	Literacy and Numeracy skills equivalent to Level 1 of the National Qualification and Credit framework	Application Form / Interview

Experience, Qualifications and Training		Method of Assessment
2.	Experience of using computer packages for word processing, spreadsheets, databased and e-mails	Application Form / Interview
3.	Experience of team working to work effectively with others and meet deadlines and goals	Application Form / Interview
4.	Experience of following instructions, procedures and policies	Application Form / Interview

Work Related Circumstances		Method of Assessment
1.	Willingness to occasionally work out of hours to support school functions.	Application Form / Interview
2.	Able to work in a busy school environment and relate effectively with children and adults.	Application Form / Interview
3.	This post is subject to an enhanced disclosure and a barred list check from the Disclosure and Barring Service.	Application Form / Certificate

Stage Two

This will only be used in the event of a large number of applicants meeting the minimum essential requirements. Please try to show in your application form, how best you meet these requirements.

Experience, Qualifications and Training		Method of Assessment
1.	NVQ Level 2 in Business Administration or EDCL qualification.	Application Form / Certificate