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| Job Description: Business Administration Apprentice**Grade:** Level 2 apprenticeship**Hours:** 36 Hours per week, term time only.  |
| **Responsible to** | PA to the Headteacher and Business Manager |
| **Core purpose** | With support and direction from the PA to the Headteacher, the Business Manager and other school staff, the post holder will provide reception, clerical, administrative and event support to the school. As a first point of contact for visitors and telephone enquiries using safeguarding and confidentiality principles at all times the post holder will be calm, professional and courteous whilst promoting the ethos and values of the school.   |
| **Specific Duties** |
| * To be the first point of contact for all visitors to the school and for all telephone enquiries. Providing a professional welcoming, efficient and effective reception service.
* To deal with a wide range of enquiries by students and members of staff.
* Communicating with parents/carers, external agencies and other stakeholders by telephone, e mail or text messaging as appropriate.
* To undertake a wide range of administrative tasks as requested and as deemed appropriate to the role.
* To oversee the reprographics and post room, reporting equipment breakdown for services as required.
* To support with the organisation of school events such as Open Evening, Parents’ Evenings and Awards’ Evenings.
* Any other duties required as necessary.
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| Whole school contribution |
| * Be aware of and comply with school policies and procedures in particular those relating to safeguarding and child protection, equality, health and safety, confidentiality and GDPR reporting all concerns to an appropriate person.
* Contribute to a positive ethos within the school.
* Attend relevant meetings as required.
* Participate in training and development as required.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken is not identified.Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.The School will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. |

The job description is not necessarily a comprehensive definition of the post and the staff member may be required to undertake such other tasks appropriate to the level of appointment as the Head teacher may require. It will be the subject of review and may be modified or amended after consultation with the post holder.

ISSUED BY:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

RECEIVED BY:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Person Specification****Job Title: Business Administration Apprentice****Grade: Level 2 apprenticeship** |
| **Qualifications** | * GCSE Maths (C/4 or above)
* GCSE English (C/4 or above)
* Functional Maths and English
 | DDE |
| **Experience of:** | * Using Microsoft Office applications, in particular Word, Excel, PowerPoint, Publisher and Outlook.
* Working in a customer service environment.
 | ED |
| **Knowledge and understanding of:** | * The importance of Safeguarding and Child Protection
* The importance of confidentiality and data protection (GDPR)
* School systems and procedures
 | EED |
| **Skills:** | * A professional telephone manner
* Able to communicate effectively and professionally with parents/carers, colleagues, students and outside agencies either by telephone, written or face to face.
* Able to multitask and work to deadlines with accuracy and attention to detail.
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| **Personal Qualities** | * Flexible and adaptable approach to the job and able to keep calm under pressure.
* Enthusiastic and committed.
* Punctual and reliable.
* Able to develop positive and appropriate relationships with students and colleagues
* Proactive and uses initiative with a ‘can do’ attitude.
* A good team player.
* Willing to learn, accept guidance and undertake training as required.

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