



Job Description

Job Title:	Business Administration Apprentice
Reports to:	Director of Community and Communications
Place of Work:	Main reception area – Performing Arts Centre (PAC)
Hours of Work:	Full time, 37.5 hours per week on a 2 weekly rota working either 8.00am – 4.00pm and 10.00am – 6.00pm during term time and 8.30am - 4.30pm during school holidays, with flexibility within these hours as required by the School. There is occasional need to work outside these hours to support School functions and events. 1 day per week will be spent on off-site training

Overview

We are recruiting for a first-class Business Administration apprentice to play a key function within the School. As the first point of contact for prospective parents, teachers and guests the ability to make a positive first impression is vital.

As the role will also support across multiple departments a can-do, flexible attitude will be vital to ensure the smooth running of the administrative departments within the School.

Purpose of Job

Facilitate whole School organisation and communication through reception duties and a range of administrative duties.

Provide an efficient and effective telephone, reception and administrative service for staff and visitors with a professional, welcoming and helpful, customer-focused approach.

To work as part of a team and on own initiative to ensure the required services are delivered to a high standard.

Main Duties and responsibilities:

- Answers incoming telephone calls using standard greeting, provides information, redirect calls to the appropriate department or person, or takes messages as required
- Greets all visitors, staff and students to the School ensuring they are dealt with in a professional manner, are appropriately signed in and ensures that visitor passes are issued as required and that a record is kept in line with the School's Safeguarding (including Child Protection) Policy and Procedures. Makes guests feel welcome by offering refreshments
- Provide ad hoc administrative support to wider officer including HR, Operations, Admissions and Finance. Including (but not limited to) Proofreading, data entry and organising files.
- Ensures that the reception area provides a tidy and professional image at all times, replenishing displays of prospectuses, leaflets, magazines, and other School publications before stocks run low and updates the Reception electronic display screen, daily

- Sorts incoming post and directs to correct parts of the School. Stamps and prepares outgoing post and for collection
- Accepts deliveries and couriers goods for the School, ensuring they are signed for where necessary, and liaises with the Caretaking team to ensure effective re-direction within the School
- Processes credit card and cash payments for School fees and student services, and counts and reconciles payments received daily
- Manage the Reception general email and distributes to the relevant member of staff
- Orders security sign in sheets, lanyards and the weekly stores as required
- Prepares data and merchandise for overseas and domestic recruitment exhibitions
- Arranges taxis and couriers for staff, students and visitors as required
- Logs and securely stores exam papers in liaison with Examinations Officer
- Co-ordinate and administer all bookings for the Meeting Room and Conference Room
- To develop good working relationships with colleagues and support them when required
- To complete a Business Administration Apprenticeship standard
- To complete all assessment material in a timely fashion

General responsibilities

- Attend training and staff INSET sessions organised by the School to provide a consistent approach across the entire School staff population
- Ensure the safety and wellbeing of children and young people at the School by adhering to and complying with the School's Safeguarding (including Child Protection) Policy and Procedures at all times
- Display correct staff identification at all times whilst on site
- Adhere to departmental policies and procedures to ensure personal safety as well as the safety of colleagues, pupils and visitors
- Carry out other reasonable duties as requested by the Reception Team or members of the Senior Management Team

This job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The job-holder's actual responsibilities, tasks, and duties might differ from those outlined in the job description, and other duties commensurate with this level of responsibility may be either permanently or temporarily assigned as part of the job.

Person Specification – Business Administration Apprentice

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed Application Form and personal statement (A), at interview (I) and in some instances by an exercise (E) or Task (T).

	Essential Criteria Criteria Assessed by: Application (A) and Interview (I)	Desirable Criteria
Qualifications and Experience	<ul style="list-style-type: none"> • GCSE Maths and English at Grade C or above, or equivalent (I) • Computerised systems (I) 	<ul style="list-style-type: none"> • Experience of working in a customer focused environment i.e retail.
Knowledge /Skills	<ul style="list-style-type: none"> • Excellent interpersonal skills able to communicate effectively both verbally and in writing (A/I) • Ability to prioritise own workload and work flexibly, and at times under pressure, meeting deadlines (I) • Competent IT skills including working knowledge of Microsoft Word, Publisher, Excel and Outlook (A/I/T) • Attention to detail and able to enter detail and proof-read accurately (I/T) • Able to process confidential information appropriately where necessary (A/I) 	
Personal Attributes	<ul style="list-style-type: none"> • A warm, open personality with an approachable and professional manner (I) • An understanding of high quality customer service skills and standards • Professional personal presentation • Ability to build relationships with pupils, parents and colleagues and take an empathetic approach when necessary (I) • Strong customer service skills and experience, excellent telephone manner, with the ability to remain calm and professional in all situations (I) • Works well in a team (I) 	

September 2020