



Business & Admin Apprentice Level 2

About the role:

We are looking for a motivated and enthusiastic Business & Administration Level 2 Apprentice to join our team. This is an excellent opportunity for someone who is looking to start their career in a business environment while gaining valuable workplace experience and working towards a recognised qualification.

You will receive on-the-job training and support while developing your administrative, communication and organisational skills.

Job Purpose:

- Work effectively as part of a busy office team, following the direction and priorities set by the Office Manager.
- Provide reliable and proactive administrative support to help the school run smoothly. This could include filing, answering emails and phone calls, maintaining records, preparing documents, and supporting staff, pupils, and parents.
- Act as the first point of contact for the school, welcoming visitors and responding professionally to telephone enquiries. You would need to provide helpful information, direct people to the appropriate staff member, and deal with enquiries politely and efficiently.

Main duties and responsibilities:

- Ensure all visitors are welcomed to the school.
- Ensure security, safeguarding and Health and Safety procedures are followed for all visitors
- Deal with enquiries and assist pupils, parents and outside agencies according to office processes
- Deal with internal and external telephone calls in a professional manner, filtering calls as necessary and taking and distributing messages, giving information to enquirers and accurately recording information received
- Make phone calls to parents, outside agencies and the LA following all office procedures on confidentiality
- Book appointments, arrange meetings and maintain diaries as directed
- Deal with the distribution of post and parcels to the relevant area of the school
- Sign for and check delivery of goods to the school, ensuring that delivery notes are obtained and passed to the Office Manager, also ensuring that the relevant members of staff are informed of the delivery



- Maintain records for late arrivals, children collected early or taken out of school and children collected late at the end of the school day
- Undertake procedures for contacting parents in the event of a child's illness or accident, dealing with children in cases of sickness or emergency
- To maintain records both manually and electronically, producing routine information as required
- Photocopying, including bulk printing and first line maintenance for clearing jams, replenishing toner cartridges and paper etc.
- Accurately filing and scanning documents as required
- Maintain all parent and staff leaflets, forms and starter packs, making sure that all forms are up to date and plenty of stock is available as and when required
- To maintain strict confidentiality at all times
- Provide cover for colleagues, working flexibly to meet the needs of the school

Additional Duties:

- Assist with the arrangements for school trips, coach hire, ordering packed lunches, letters to parents, cash collection etc.
- Use School comms parent contact software to contact parents via text message and emails and to update messages received.

Other:

- Any other duties and responsibilities of the post as are within the scope and spirit of the job purpose

All duties and responsibilities must be carried out with due regard to policies for safeguarding children, equal opportunities, health and safety, data protection and confidentiality.

Reports to: Office Manager



PERSON SPECIFICATION

Area	Criteria will be measured by:
Knowledge:	• Basic knowledge of office procedures and equipment • Basic knowledge and awareness of the roles of a receptionist and clerical assistant in a school environment • Good use of English language, both written and spoken • Knowledge of Microsoft Office including Word and Excel • Understanding how to provide good customer care
Skills and Abilities:	• Good IT & administrative skills • Communication skills in order to take information from people and give out information on the telephone and in person • Ability to operate a range of office equipment, e.g. photo copier, computer, • To be able to follow established procedures and systems • To be able to work in a flexible manner responding to needs as they arise • Ability to relate well to adults and children • To be able to work accurately and meet deadlines • Ability to communicate well relating to customer care, including taking and passing on telephone and other messages accurately, giving information over the telephone, recording information received • To receive visitors in a courteous and welcoming manner, to answer queries and cope with irate parents/visitors according to guidelines set • Writing skills to produce correspondence for school and outside agencies • To be able to prioritise workload, meet deadlines and work in a methodical manner • To maintain basic accounts – record income, expenditure and outstanding accounting • Ensure accuracy of information and data • Ability to maintain confidentiality at all times
Experience:	• No previous experience required as full training & support will be delivered through a 3rd party & on the job training provided in-house.
Educational:	• Demonstrate a good standard of Literacy, numeracy and spoken English • To be able to complete Level 2 in Business Administration • To be able to complete a Level 1 maths and English functional skills
Special Requirements:	• Must be able to attend Apprenticeship training days (this could include, be able to travel to college/training provider location) • Must not have already completed a similar course in Business & Admin • Must be under the age of 24 • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

