

Job Description: Business Administration Apprentice

GRADE:	ENTRY2EMPL
RESPONSIBLE TO:	People & Operations Lead

Main purpose

Under the management of the People & Operations Lead work as part of a busy team to provide an efficient and effective reception and administrative support service to the school, ensuring confidentiality is maintained at all times.

Reception Duties:

- Ensure all visitors are welcomed to the school.
- Deal with internal and external telephone calls in an appropriate manner, filtering calls as necessary and taking messages as required.
- Ensure Safeguarding, Security and Health and Safety procedures are followed for all visitors.
- 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.
- Undertake word processing, data input, photocopying, scanning and collating as directed.
- Assist with the checking of basic enquiries and updates relating to student data and input when required onto internal databases.
- Input therapists and agencies onto Bromcom and input assessment data onto databases
- Compose letters where appropriate for signing by senior staff.
- Create spreadsheets as and when required
- Send and receive emails and text messages to parents.
- Assist with any filing and photocopying of documents.
- Ensure the tidiness and general appearance of the Reception Office is maintained to a high standard.

Administration Duties:

- Undertake word processing for whole school as requested; including newsletters, admission forms, registers, letters, notices and signage, and provide a clerical service with duties such as photocopying, scanning, laminating and sending out of information under the direction of the People & Operations Lead.
- Maintain the information boards within the school premises, displaying information of interest to parents such as newsletters, events etc.
- Help with the production of staff ID cards
- Assist with maintaining school stationery supplies, completing order forms when necessary.
- Ensure school photocopiers are supplied with paper, ordering toners and cartridges as required.
- Provide an administration service for annual reviews maintaining spreadsheets, issuing out letters etc.

School Meals

- Be responsible for collating and recording pupil information on pupil management information systems relating to dietary requirements, free school meals, dinner money payments etc.

- Complete the daily recording of school meals following procedures and policies using the school registers.
- Produce relevant reports and registers for catering staff, lunchtime supervisory assistants etc.
- Monitor pupil meals and amend where necessary after the lunchtime period.

Pupil Records:

- Be responsible for the maintenance of all pupil information records on the pupil management information system ensuring data is relevant and accurate such as: priority contacts, home and mobile numbers, emergency contacts, family links and UPNs
- Maintain and update data collection sheets and consent forms for pupils have been received, recorded and filed appropriately.
- Be responsible for collating and recording of pupil information for the processes relating to admissions and transition.
- Be responsible for issuing UPNs for new admissions, and requesting when necessary pupil information from other schools. Ensure all pupil documentation are received from previous schools.
- Be responsible for updating pupil attendance on Bromcom: producing weekly class registers, input data from registers to check and record attendance, update pupil absences with reasons, track lateness and input minutes late on Bromcom and provide reports on pupil attendance for staff as required.
- Produce a variety of reports when requested for pupil data analysis
- Assisting with the preparation and inputting of information relating to completing the Pupil Census and producing reports if necessary

Finance:

- Liaise with parents to ensure dinner balances are paid on time. Run reports from Bromcom to track dinner balances.
- Support with any charity collections from parents and staff, e.g. children in need, comic relief.
- Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.
- Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- Any other duties and responsibilities within the range of the salary and apprenticeship grade.
- There may be a requirement to carry out particular duties as the Headteacher may reasonably direct from time to time.
- The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required.
- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected.
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately.

The post holder must comply with Coventry City Council's and the schools health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions.
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required.

- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Coventry City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Castle Wood School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

Notes:

This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but will be reviewed annually.

Person Specification:

CRITERIA	ESSENTIAL QUALITIES
Qualifications	- Minimum of 5 GCSE (including Mathematics and English) at Grade A-C or equivalent - Experience in an office environment would be desirable but not essential
Knowledge and Experience	- Awareness of procedures for safeguarding children - Awareness of procedures to ensure equality of opportunity - An interest of working within a school setting and busy office
Skills and Abilities	- A high standard of literacy and numeracy skills - Ability to demonstrate a good standard of written and spoken English and numeracy skills - A good level of competence and an up to date working knowledge of ICT, in particular office 365 and emails - The ability to contribute to the maintenance of clear, accurate records - Communicate clearly and in a variety of forms with a range of pupils and adults to enable taking information from people and giving out information the the telephone and face to face - The ability to work as a member of a team and foster positive relationships with a range of other professionals as well as using own initiative - Excellent organisational and time management skills to meet set deadlines - Ability to accurately follow procedures and instructions - Ability to operate a range of office equipment scanners, photocopiers, phones - Have a flexible approach and willingness to offer help. - Willingness to participate in ongoing and further training and developmental opportunities as appropriate - Commitment to maintain confidentiality on all school matters
Personal Qualities	- Self-motivation and personal drive to complete tasks to the required timescales and quality standards - Adaptable and enthusiastic - Willingness to participate in further training and developmental opportunities - The ability to accept supervision and respond to instructions, guidance and feedback from others

Notes:

This job description may be amended at any time in consultation with the postholder.

Headteacher/line manager's signature: _____

Date: _____

Post holder's signature: _____

Date: _____

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