



Coventry City Council

Job Description

Job Title:	Business Administration Apprentice	Job Number:
Directorate:	Education	Post Number:
Service:	Services for Schools	Grade: Apprentice
Location:	Joseph Cash Primary School	

Job Purpose:

- An apprenticeship is a training role within a designated area where the apprentice will work alongside colleagues to undertake a range of supervised duties (direct and indirect supervision).
- To be the first point of contact for callers and visitors to the school, offering guidance and assistance both in person and by telephone. To provide clerical support to the school, and members of the Leadership Team under the guidance of the Admin Officer, School Business Manager and HeadTeacher.

Duties and Responsibilities

- Provide a welcoming and efficient reception service, receiving parents and other visitors, filtering telephone calls, taking and distributing messages as required, processing enquiries when appropriate. Ensuring that the Reception area always looks professional and welcoming.
- Undertake general office duties, including maintaining and updating manual and computerised records and filing systems e.g. pupil admissions records, photocopying, collating and word processing. Retrieve and send e-mail across the internet
- Assist the Admin Officer in ensuring that all pupil data is recorded on the database and kept up to date at all times. All pupil admissions and leavers, emergency information and all statistics and returns to the Local Authority are promptly made.
- Book appointments, arrange meetings and maintain diaries as directed.
- Assist in processing the incoming and outgoing post. To maintain the confidentiality of information in line with the Data Protection Act 1998 and the security of office systems, records, files and equipment.
- Assist with ordering procedures as requested and take delivery of post and parcels and ensure prompt and safe storage, checking delivery and alerting relevant staff of arrival.
- Assist the Admin Officer with all school meal procedures, including registers, collection and reconciliation of cash and its security until collection. Control and notify relevant departments of the number of meals required. Liaise with the Local Authority regarding free meals allocations and update information on the pupil database.

- Assist with the administrative arrangements for school trips. Collect cash for the various school schemes and activities, maintain appropriate records and ensure the proper procedures are followed in accordance with Coventry City Council finance procedures.
- Assist with procedures to ensure parents attend or provide authorisation for school medicals, contact parents to ensure hospital attendance in the event of a child's illness or accident.
- Assist with the issuing of reports to parents and clerical arrangements for curriculum matters.
- Receive and distribute wage slips for staff according to the agreed procedures.
- Liaise with other council staff as required

Knowledge, Training and Experience:

- The apprentice will undertake and complete required elements of the apprenticeship which includes:-
 - Business Administrator Level 3 Apprenticeship Standard
 - Functional Skills in numeracy and literacy where an exemption has not been made
 - The apprentice will attend college/study sessions as required
 - Will work with an assessor/mentor to develop a work-based portfolio
 - Undertake work-based assessments
 - Complete assignments/projects relating to their apprenticeship qualification
 - Present evidence portfolios for assessment within specific time frameworks
 - The apprentice will develop skills, knowledge, and experience in all aspects of the role of a Business Administration Apprentice through on the job training, attending training/study session and completion of apprenticeship framework
 - Undertake Statutory & Mandatory Training as required
 - The apprentice will utilise knowledge and skills gained at college/training into practice within the workplace
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's 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 the City Council's Equal Opportunities Policy.

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

Responsible for: N/A

Responsible to: School Business Manager

Date Reviewed: February 2023

Updated: February 2023



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Person Specification

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Area	Description
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Knowledge:	• An awareness of office procedures and equipment
	• An awareness of the roles of a receptionist and clerical assistant.
	• Able to recognise the importance of confidentiality in a very busy school setting
	• Good use of English Language, both written and spoken

Skills and Abilities:	• Good communications skills, both written and oral to obtain and provide information and receive instructions
	• To be able (with training) to maintain office administrative systems
	• Able to use of a variety of computer software packages: word processing, spread sheets, databases, email and internet
	• To organise and prioritise workloads to meet any deadlines set
	• To remain calm under pressure and cope with interruptions to clerical tasks.
	• To use a variety of office equipment e.g. fax, photocopier etc
	• To work as part of a team
	• To maintain confidentiality at all times
	• To receive visitors in a welcoming way, to answer queries, cope with irate parents/visitors according to guidelines set
	• To maintain basic accounts – record income, expenditure and brought forward of outstanding amounts

Other:	• Willing to undertake tasks related to supporting sick children/contact with children
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Experience:	• Working in an office and/or reception environment would be desirable but not essential
	• Cash handling experience is desirable but not essential

Educational:	• To have achieved or be expecting to achieve a Grade C or above in English and Maths GCSE, or equivalent.
	• To be able to achieve the Level 3 Apprenticeship in Business Administration
Special Requirements:	• Must not have already completed a Level 3 Apprenticeship in Business Administration. • This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Responsible for: N/A

Responsible to: School Business Manager

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