



Business Apprentice (BA)

Job Description

Job Purpose

To provide a front of house service , to all customers of the School. This will include by telephone, in person and by e mail. Provide administrative support to the School, using multiple IT packages and systems

Expectations of Role

Duties and Responsibilities

The following job description is not exhaustive. It is expected that the Business Apprentice will work closely with the School Business Manager, to develop the role, to reflect the needs and demands of the post.

Under the direction and supervision of the School Business Manager:

Provide a Reception service to the School, dealing with enquiries and referring to other colleagues, as appropriate.

Maintain records, using a range of ICT facilities.

Assist the Admin team, with specific duties, such as organising trips, booking transport etc.

Use ICT to maintain records, using a wide range of software.

Correspond with all stakeholders.

Deal with enquiries through a range of media e.g. face to face, telephone, text and email.

Maintain accurate computerised and manual filing systems, retrieving information as requested, ensuring that information is kept up to date; to include creation of databases and/or spreadsheets (as appropriate) and providing information and reports as required.

Maintain supplies of stationery and other consumables required to maintain Adult Education programmes, as well as other additional items required upon request.

Undertake data input (e.g. learner information, attendance, examination results, progression, destination) and document production using the range of systems in use within the organisation, ensuring confidentiality of all learner data is maintained.

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:

Reviewed July 2024

Business Apprentice Person Specification

Job Title: **Business Apprentice**

Knowledge	Skills	What is required (advancing key skills to support progression)
	IT	<p>Skilled in the use of multiple IT packages and systems relevant to the business in order to: write letters or emails, create proposals, perform financial calculations and analyse data. Examples include MS Office or equivalent packages. Able to identify the most appropriate IT solution to suit the business problem. Able to review databases, record information and produce data analysis where required.</p>
	Record and document production	<p>Produces accurate records and documents including: emails, letters, reports and proposals. Makes recommendations for improvements and solutions to management. Drafts correspondence, writes reports and reviews others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the tasks required to complete these tasks.</p>
	Decision making	<p>Exercises proactivity and good judgement. Makes effective decisions using logical reasoning and is able to deal with challenges in a mature way. Seeks advice from experienced team members when appropriate.</p>
	Interpersonal skills	<p>Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriate decisions. Acts as a role model to peers and team members, developing coaching skills and sharing knowledge.</p>
	Communications	<p>Demonstrates good communication skills, whether face-to-face, on the phone, by writing or on digital platforms. Uses the most appropriate channels and methods effectively. Demonstrates agility and confidence in communications. Exercises authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation representing the organisation or department.</p>
	Quality	<p>Completes tasks to a high standard. Demonstrates the necessary level of attention to detail required to complete tasks and applies themselves to continuously improve. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaching others to perform tasks correctly. Applies problem-solving skills to resolve complex complaints and is a key point of contact for addressing issues.</p>
	Planning and organisation	<p>Takes responsibility for initiating and completing tasks, manages projects and resources in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the organisation. Makes suggestions for improvements to working practice, showing understanding of the implications beyond the immediate environment (e.g. impact on clients and other parts of the organisation). Manages resources e.g. equipment and staff. Organises meetings and events, takes minutes during meetings and manages logistics as appropriate. Takes responsibility for logistics e.g. travel and accommodation.</p>
	Project management	<p>Uses relevant project management principles and tools to scope, plan and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.</p>

Grange Farm Primary School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful applicant's appointment will require a satisfactory Enhanced Disclosure from the Disclosure and Barring Service.