



Coventry City Council

## Job Description

<b>Post:</b>	Business Administration Apprentice	<b>Job Number:</b>	
<b>Service:</b>	Education	<b>Post Number:</b>	
<b>Location:</b>	Howes Primary School	<b>Grade:</b>	Apprentice

**Our values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

To be the first point of contact for callers and visitors to the school, offering guidance and assistance both personally and by telephone. To provide clerical support to the school, and members of the Leadership Team under the guidance of the School Business Manager.

### Main Duties and Responsibilities:

- Provide a welcoming and efficient reception service, receiving parents and other visitors, filtering telephone calls, taking and distributing accurate messages as required, processing enquiries when appropriate.
- Ensuring that the Reception area always looks professional and welcoming.
- Assist with keeping the office organised and maintain supplies of office equipment i.e. paper, toner, stationery etc.
- 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
- Assist the School Business Manager 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 LA 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 GDPR 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 School Business Manager 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 LA 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 issue of reports to parents and clerical arrangements for curriculum matters.
- Liaise with other council staff as required.
- Attend training courses and develop knowledge and skills
- To fulfil the requirements to achieve Level 3 Business Administrator Apprenticeship Standard
- 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 Workforce Diversity and Inclusion 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:** May 2021

**Updated:** N/A



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## Person Specification

<b>Post:</b>	Business Administration Apprentice	<b>Job Number:</b>	
<b>Service:</b>	Education	<b>Post Number:</b>	
<b>Location:</b>	Howes Primary School	<b>Grade:</b>	Apprentice

Area	Description
<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Basic knowledge of office procedures</li><li>• Basic knowledge of IT applications e.g. word, excel or data input</li><li>• Understanding of how to provide good customer care</li><li>• Ability to recognise the importance of confidentiality in a busy school setting</li><li>• Basic knowledge of equal opportunities in the workplace</li></ul>
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Communication skills in order to take information from people and give out information on the telephone and face to face</li><li>• Good use of English language, both written and spoken</li><li>• Ability to maintain basic accounts – record income and expenditure</li><li>• Accurate keyboard skills and the ability to use a variety of computer software packages</li><li>• Able to organise, prioritise and work to deadlines</li><li>• Ability to remain calm under pressure and manage interruptions to clerical tasks</li><li>• Ability to operate a range of office equipment</li><li>• Ability to work as part of a team</li><li>• Ability to maintain confidentiality of information</li><li>• Ability to engage effectively with children and be a positive role model</li></ul>
<b>Experience:</b>	<ul style="list-style-type: none"><li>• Experience of working in an office environment is desirable but not essential</li><li>• Cash handling experience is desirable but not essential</li></ul>
<b>Educational:</b>	<ul style="list-style-type: none"><li>• Maths and English GCSE 4/C or above (or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship</li><li>• Ability to complete Business Administrator Level 3 Apprenticeship Standard.</li></ul>
<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>• Willingness to undertake appropriate training</li><li>• A Disclosure and Barring Service check will be required prior to appointment</li><li>• Howes Primary School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment</li></ul>

**Date Reviewed:** May 2021

**Updated:**