

**DEPARTMENT: ADMINISTRATION TEAM**

**DESIGNATION: ADMINISTRATIVE APPRENTICE**

**RESPONSIBLE TO: OFFICE MANAGER**

**NAME:**

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| **Main Purpose of the Post** |
| Provide full administrative support as well as assisting in all daily clerical functions within the Academy. The role will encompass a range of duties including:   * Undertaking all Academy administrative requirements. * First point of call for all visitors to the Academy. * Supporting the Examination Department in all administrative tasks as required. * Supporting the Academy reception area in an efficient and effective manner. * Servicing reprographics. |
| **Core Responsibilities, Tasks and Duties** |
| 1. Whilst operating the **Academy reception area duties** may include:  * Act as first point of contact for visitors to the Academy and those making contact by telephone. * Receive, sign for, sort and distribute post coming into the Academy. * Record all outgoing post. * Ensure all telephone messages are recorded, including students’ absences and to pass messages to the appropriate person. * Attend to minor student illnesses and injuries/first aid. * Ensure that all safeguarding procedures are followed and visitors are signed in and issued with a Visitor’s Pass. * Check that students signing out have permission to do so. * Assist the EWO with matters relating to student attendance/welfare. * Attend to enquiries from students and staff. * Support Finance by receiving monies as required.  1. If operating in the **Academy Office duties** may range from:  * Typing, word processing, creating and maintaining excel databases, secretarial duties, use of MIS systems such as Arbor and SAM People and the use of mail merges. * Minute taking and the production of minutes. * Proof reading of documentation. * Maintenance of Academy and student records, including obligatory checks, adhering to timescales and completing documentation for student admissions, leavers, exclusions. * Maintenance of SLT diary. * Course bookings. * Supporting attendance and related correspondence. * Assisting in the preparation of agendas, reports and circulars and resource material. * Work in connection with the Employer Engagement/Transition Co-ordinator in providing a work related learning experience for students. * Work in connection with examinations, production of internal examination papers, and documentation of external examinations including results. * Telephone and reception duties. * Acquisition of stores, stationery, materials and equipment. * Completion of statistical information and returns.  1. When servicing **reprographics duties** may include:  * Operate and service (with toner, paper etc.) all machinery in Reprographics/ Administration areas and to contact engineers to keep all machinery in working order. * Record costs for departmental printing/photocopying, to provide monthly figures to the Finance Department. * Print, collate, bind, laminate and/or staple as required all Academy and departmental publications. * Help staff, particularly new members, to use photocopier. * Requisition and maintain stock. * Record all details related to the Free School Meals Service and receive indicated meal numbers and communicating these to the catering staff. * Transport and catering. * Medical records. * Interviews. * Contributing of welfare of students. * Liaison with Free School’s Meals Service. * Training and instruction of lower graded clerical staff if necessary. * To ensure the Health and Safety guidelines are adhered to.  1. Associated Tasks  * Carry out typing duties as allocated by the Office Manager. * Support the Exams & Qualifications Manager in all administrative tasks as required. * Access student records and respond to queries. * Take part in INSET both to improve your own skills and to work with colleagues to improve administration. * Report to the Office Manager any problems with processes you are responsible for and to suggest improvements. * Assist in other administrative areas as and when required. * Seek ways of improving quality in all aspects of the work. * Any other duties to ensure the post objectives are met.  1. Health and Safety  * Ensure a work environment that protects people’s health and safety and that promotes welfare and which is in accordance with the Trust Health and Safety policy.  1. Professional Accountability  * The post holder is required to be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. In addition, they are to contribute to the achievement of the academy’s objectives.  1. Safeguarding  * Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.  1. Equalities  * Ensure that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation. |
| **Declaration** |
| **The Alpha Academies Trust is committed to safeguarding and promoting the welfare of children and young people.**  Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**PERSON SPECIFICATION**

**APPOINTMENT OF: ADMINISTRATION TEAM**

**DEPARTMENT: ADMINISTRATIVE APPRENTICE**

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| **Minimum Requirements** | **Measured by:**  **A) Application**  **B) Test/Exercise**  **C) Interview** |
| **QUALIFICATIONS/TRAINING:**  **It is essential that the post holder is/has:**   * Educated to GCSE level or equivalent Including English and Maths at Grade ‘C/4’ or above. | **A & C** |
| **EXPERIENCE/KNOWLEDGE:**  **It is essential that the post holder is/has:**   * Computer literate, and has an excellent knowledge of MS Office, in particular Word and Excel. * Experience of working within an office and customer service environment. | **A & C** |
| **SKILLS AND ABILITIES:**  **It is essential that the post holder is/has:**   * Highly organised and able to prioritise workloads. * Ability to proof read Academy documents. * A good knowledge of MIS systems such as Arbor and SAM People, or willingness to learn. * Good communication skills, both oral and written. * Good interpersonal and customer service skills. * Ability to work using own initiative and within boundaries. * Ability to work effectively with people across a wide range of levels and responsibilities. * Good attention to detail, achieving accurate standards of work. * Good team working skills. * Tact and diplomacy. * Maintains confidentiality. | **C** |
| **ADDITIONAL FACTORS:**  **It is essential that the post holder has:**   * A commitment to maintain high customer care standards. * A willingness to undertake appropriate training. * Awareness and sensitivity with regard to equal opportunities and race equality. * An ability to fulfil all spoken aspects of the role with confidence through the medium of English. | **C** |