

Role Description

Apprentice Administration Assistant

NJC Pay Range	Apprentice
Responsible To:	Principal

Main Purpose of the Post

- To greet all visitors in a warm and welcoming manner, dealing with all enquiries in a helpful and informative manner.
- To provide routine general clerical and administrative support to the Academy.
- To maintain good working relationships with all members of the Academy community.

Key Areas of Responsibility

- To answer and action any incoming calls, transferring to the relevant member of staff or take and communicate messages.
- To sort and manage incoming/outgoing mail.
- To maintain high standards when managing confidential information, complying with the academy's data protection procedures and legal requirements at all times.
- To receive and send emails and text messages, forwarding when necessary.
- To ensure staff, visitors and students are appropriately signed in/out of the building.
- To undertake all financial transactional and administrative tasks required by the Trust including goods received note processing, input of orders and monitoring academy stock levels.
- To provide administrative support to the administrative officers including (but not limited to) making routine telephone calls, ensuring registers have been completed, supporting the set-up of meetings, photocopying, printing, filing, and scanning of documents.
- To update files and folders on a regular basis, ensuring secure storage of confidential documents.
- To collate and distribute newsletters, policy documents etc as required.
- To complete miscellaneous duties with regard to school concerts, educational visits, and functions, including sending out invitations, tickets and refreshments.
- To make calls to parents/carers if their child is unwell.
- To actively engage in the Performance Management / Appraisal process.

Other Considerations Relevant to the Role

- To work from an identified MLT Office location.
- The post requires working with flexibility, travelling to and from Academies and other locations as directed, for which the postholder must ensure they have the appropriate business insurance.

The aim of the Role Description is to indicate the general purpose and level of responsibility of the post. Duties may vary from time to time without changing the character of the post or general level of responsibility. This is an outline Role Description only and the post holder will be expected to undertake duties commensurate within the range and grade of the post or any lesser duties as directed by the Principal.

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Supplementary Information

NJC Pay Range

Apprentice

Standards and Expectations

- Be an excellent role model, exemplifying high personal and professional standards and promoting high expectations for all members of the Trust.
- Take responsibility for promoting and safeguarding the welfare of children, young people and adults within the organisation.
- Demonstrate optimistic personal behaviour, positive relationships and attitudes towards young people, professionals, parents/carers, governors and members of the local community.
- Regularly review own practice, set personal targets and take responsibility for own personal development.

Securing Policies and Compliance

- To apply Academy and Trust wide policy and procedures.
- To promote and safeguard the welfare of students and other adults within the Learning Trust by adhering to all statutory and associated workplace policies.
- To ensure compliance through quality assurance and evaluation.
- To report and advise on any matter that may place the brand and reputation at risk.

Engagement with Stakeholders

- To build and maintain effective professional relationships with relevant external stakeholders and service user groups.
- To provide reports and updates to Leaders in relation to area of responsibility.
- To set clear standards for and expectations of communication with parents/carers and other key stakeholders ensuring follow up is timely, effective and appropriate.
- To work collaboratively with others to deliver added value to the Academy and Trust.
- To understand the changing community and ensure stakeholder satisfaction.

Other Considerations

- A Disclosure and Barring Service (DBS) check at Enhanced Level is required.
- To undertake any other duties and reasonable requests that are in keeping within the requirements of this post.

This supplementary information forms part of the role description and should be used alongside the role specific information.

Maltby Learning Trust is committed to safeguarding the welfare of children and expect all staff to share this commitment. An Enhanced DBS Disclosure is required for all staff.