

CITY ACADEMY NORWICH JOB DESCRIPTION

BUSINESS ADMINISTRATION APPRENTICE (ATTENDANCE ASSISTANT)

Line Managers job title:	Attendance Case Manager
Salary:	Apprenticeship rate
Tenure:	For the duration of the apprenticeship (approximately 12-16 months)
Contract type:	39 weeks (Term time plus 1 week)
Hours per week:	37

THE POST

City Academy Norwich is a member of the Sapientia Education Trust (SET). SET is an expanding multi-academy trust with 13 primary and 9 secondary schools.

City Academy Norwich is seeking to recruit an enthusiastic Business Administration Apprentice to join our busy Attendance Team. This is an exciting opportunity to gain valuable experience whilst also studying. The successful candidate will be interested in pursuing a career in administration and being part of our growing team.

The post of Business Administration Apprentice (Attendance Assistant) at City Academy Norwich forms part of the high-profile Administration Services Team who support the teaching and learning provision across the Academy and provide a first point of contact for parents and carers. The person appointed will ensure the main school attendance register and all associated tasks are carried out in accordance with statutory requirements and the academy's own attendance policy along with general tasks undertaken by the Academy Office team, reporting to the Attendance Manager.

This is a 12 – 16 month developmental role that includes course fees, paid study leave and the opportunity to apply your learning in your day to day work. The post-holder will be expected to complete Business Administration (Level 2/3) apprenticeship.

This is an integral post and the ideal candidate will possess strong team working skills, as well as the ability to work independently, attention to detail and have a keen interest to develop a career in administration. This will involve developing, implementing, maintaining and improving administrative services. The ability to communicate effectively with staff, students and parents and other external stakeholders face to face, via telephone and in writing will be an essential part of this role.

The first six months of employment shall be a probationary period and employment may be terminated by the Trust during this period at any time on one week's prior written notice. The Trust may, at its absolute discretion, extend this period for up to a further six months. During this probationary period, performance and suitability for continued employment will be monitored.

PERSON SPECIFICATION

The personal competencies expected of all Academy support staff are:

- The ability to communicate clearly and tactfully using appropriate methods and an awareness of the impact of your own communication on others;
- Able to maintain positive relationships with all and able to work as an effective and flexible part of a team; willing to change methods of work and routines to benefit the team;
- Willingness to accept responsibility for your own actions;
- The ability to prioritise effectively, meet deadlines and accept challenges; and
- The ability to communicate effectively verbally and in writing

The personal competencies expected of a Business Administration Apprentice (Attendance Assistant) are:

- Have excellent organisational skills and be flexible in managing, planning and executing daily, weekly and monthly workloads in a busy office environment
- Have excellent communication skills in person and in writing
- Have a sound track record of administrative experience
- Be familiar with or prepared to be trained on the Academy's student MIS system (SIMS/Go4Schools) and finance systems as required
- Be able to produce accurate work, efficiently, at speed
- Be able to work with initiative
- Work collaboratively within a team
- Be able to analyse problems and be prepared to present solutions;
- Maintain confidentiality and handle situations with care and empathy
- Be able to conduct himself / herself in a confident, professional manner.
- The willingness to undertake First Aid training and be part of the Academy First Aid Team

The qualifications and previous experience required for the Business Administration Apprentice (Attendance Assistant) are:

- A minimum of a grade C / 4 or equivalent in English & Maths GCSE
- Be confident and skilled in the use of Microsoft Office systems to include Word, Excel and Outlook and be familiar with Microsoft 365
- A commitment to complete a Business Administration Apprenticeship (Level 2/3)

JOB SPECIFICATION

General Responsibilities

The Business Administration Apprentice is expected to sign and agree a learning contract and meet with the training providers as required for continual assessment.

The post holder will be required to comply with the Trust's Code of Conduct for Staff and Volunteers.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post holder will have access to and be responsible for confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.

The post-holder shall participate in the Academy's programme of Performance Management and Continuing Professional Development.

A non-exhaustive list of specific responsibilities for the role is below and you will be required to undertake other duties and responsibilities as may reasonably be required.

Specific Responsibilities

The Business Administration Apprentice (Attendance Assistant) will learn how to complete and assist with administrative support to the Attendance Team as directed by the Attendance Case Manager in the following duties:

- Ensure the Academy MIS system is updated throughout the day
- First point of contact for the reporting of absences
- Communicating with parents, carers and academic departments
- Processing and recording leave of absence requests
- Accompanying lead pastoral staff on home visits
- Undertake pre-emptive early morning calls for previously absent students
- Running attendance reports and updating registration coding
- Update the Academy's At-Risk Register, liaising with the Safeguarding Team and appropriate staff
- Liaise with other academy support services e.g. SEND, Behaviour and Safeguarding teams to ensure student whereabouts are accurately recorded
- Visit lessons/classes to resolve registration issues and report accordingly
- Reporting all unauthorised absences and escalating all concerns
- Assist with the smooth running of the Academy Office as a first point of contact
- Act as a lead first aider as part of the academy rota

- Coordinate UEA outreach programmes in collaboration with Careers Lead and university partners (IntoUniversity), aimed at enhancing student learning and outcomes.
- Act as a liaison between the school and the university, ensuring effective communication, resource sharing, and programme delivery.
- Support Careers Lead with monitoring and reporting on number of outreach activities delivered in school.
- Maintain student records on academy systems, updating any changes
- Use the Academy finance systems for student payments, pocket money, cashless meal operation and photocopying service
- Participate in training relating to Academy/Departmental processes
- Participate in the Academy's programme of Performance Management and Continuing Professional Development

HOURS OF WORK

Paid Weeks Per Year	Term time plus one week (39 weeks)
Hours per week	37
Normal Working Pattern	Mon – Thu 0730-1530 hrs Fri 0730-1500 hrs
Unpaid Breaks	30 minutes lunch break where the working day exceeds 6 hours
Holidays	Holiday pay entitlement is included in the pro rata salary for the post and there is no entitlement to take holidays during term-time.
CPD Days	CPD is included in your pro-rata salary and you will be expected to work on all published CPD Days. Any additional time required for CPD can be claimed on a timesheet.

REMUNERATION

Salary Details:

- The successful candidate will be paid the Apprenticeship rate of pay in line with government guidance. As of 01 April 2025, the rates are:

	21 and over	18 to 20	Under 18	Apprentice (first year)
Hourly rate	£12.21	£10.00	£7.55	£7.55

The post-holder will be auto enrolled to join the Trust's nominated pension scheme for support staff provided by Norfolk Pension Fund. This scheme is a defined benefit

scheme with the current employer contribution rate set at approximately **16.9%** (please note this rate is subject to change), and employee contributions which vary depending on earnings. Staff do have the option to reduce contributions by 50%.

MID-YEAR ADJUSTMENTS – TERM TIME/TERM TIME PLUS

Salary payments are averaged out over the 12 months of the Academic Year. If you begin employment with the Trust during the Academic Year, or you have changes made to your contract, a Mid-Year Adjustment calculation will be made. This is to ensure that employees are only paid for work they will do over the remaining months of the Academic Year. This is worked out based on working days of the term time calendar not an equal division of full months to be worked.

DRESS CODE

The post-holder will be expected to wear appropriate business attire. All staff will be supplied with appropriate Staff ID. This must be worn at all times to ensure that students, staff and visitors are able to identify employees.

PRE-EMPLOYMENT CHECKS

Sapientia Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All staff must be prepared to undergo several vetting checks to confirm their suitability to work with children and young people. The Trust reserves the right to withdraw offers of employment where checks or references are deemed to be unsatisfactory.

CITY ACADEMY NORWICH
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Criteria		
Qualifications / Education / Training	Essential / Desirable	How Assessed? Application (A) Interview (I) Task (T)
A minimum of a grade C / 4, or equivalent, in English and Maths GCSE.	E	A/I / T
A current First Aid Certificate or the willingness to undertake this training and be part of the Academy First Aid Team	E	A/I
Experience	Essential / Desirable	How Assessed? Application (A) Interview (I) Task (T)
Previous experience of working in a school and / or office environment would be highly advantageous	D	A,I
Skills, Knowledge and Level of Competency	Essential / Desirable	How Assessed? Application (A) Interview (I) Task (T)
Knowledge of school systems such as SIMS or equivalent or the willingness to learn / undertake training on key databases / systems	D	A,I
Focused on the provision of excellent services to all customers (this will include staff, students, parents / carers and visitors to the Academy)	E	A,I
Excellent knowledge and use of Microsoft Word, Outlook, Excel, Powerpoint	E	A/T
Excellent organisational and time keeping skills	E	A/T
Outstanding communication skills and pleasant telephone manner	E	A/I
Ability to deal with sensitive issues with tact, discretion and diplomacy and able to respect the confidentiality of information.	E	A/I/T
Highly organised and efficient, enabling excellent prioritisation of work	E	A/I/T
Ability to prioritise and experience of deciding the relative urgency of tasks	E	A/I/T
Flexibility and adaptability	E	A/I/T
Proactive, instinctively resourceful, forward thinking, solutions provider, focused on outcomes and able to work predominantly on own initiative as well as part of a team	E	A,I, T

Commitment to and promotion of safeguarding the welfare of children, young people and vulnerable adults and an understanding of the safeguarding practices applicable to working within a School environment	E	A,I
Personal Qualities	Essential / Desirable	How Assessed? Application (A) Interview (I) Task (T)
Have expert attention to detail to ensure the accuracy of data and work in an organised and structured way	E	A,I/T
Ability to work in a time pressured environment and to meet agreed deadlines, sometimes at short notice	E	A,I/T
Persistent and resilient approach to work	E	A/I
Enjoys working collaboratively and seeking collaborative opportunities	E	A/I
Continuously improving and commitment to own personal and professional development	E	A/I