

## CITY ACADEMY NORWICH JOB DESCRIPTION

### BUSINESS ADMINISTRATION APPRENTICE

<b>Line Managers job title:</b>	Executive Assistant to Headteacher
<b>Salary:</b>	Apprenticeship rate for those under 19 and those aged 19 or over and in the first year of their apprenticeship (to be updated in line with legislation) currently £6.40 per hour.
<b>Tenure:</b>	Apprenticeship
<b>Contract type:</b>	39 weeks (Term time plus 1 week)
<b>Hours per week:</b>	37

### THE POST

City Academy Norwich is a member of the Sapientia Education Trust (SET). SET is an expanding multi-academy trust with 10 primary and 7 secondary schools.

City Academy Norwich is seeking to recruit an enthusiastic Business Administration Apprentice to join our busy administration and reception areas. 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.

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 as it will also involve regular front-of-house work on reception.

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 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 are:

- Be willing to undertake a 12-16 month Level 2/3 Apprenticeship in Business Administration;
- Be a flexible and enthusiastic team player;
- Be able to work independently;
- Be adaptable and resilient in managing and executing their daily responsibilities;
- Have good communication skills in person, on the telephone and in writing to respond to staff, students, parents and outside agencies;
- Be organised and able to demonstrate strong planning skills by being able to manage, plan and complete daily and weekly tasks in a busy office environment by multi-tasking and working under pressure;
- Be familiar with the use of, or prepared to learn how to use, a variety of ICT Systems;
- Be able to maintain confidentiality and committed to providing the best possible service to the staff, Trust, students and parents;
- Be interested in developing a career in administration within an educational setting

## **Qualifications & Experience**

The qualifications and experience required of a Business Administration Apprentice are:

- A good level of literacy and numeracy (undertaking GCSE Maths and English Language to level 4 if required);
- 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 monthly 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.

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 will learn how to complete and assist with administrative support to various areas of the Academy as directed by the Executive Assistant to the Headteacher in the following duties;

- Assist with administration as required such as mail merges, photocopying, telephone calls, emails, updating and maintaining databases
- Assist with general enquiries from staff, parents, students and visitors face to face on reception and on the telephone;
- The post-holder shall participate in the Trust's programme of Performance Management and Continuing Professional Development;
- The post-holder shall undertake other duties and responsibilities as the line manager / Headteacher may reasonably require.

### **HOURS OF WORK**

Working Weeks	39 (Term time plus 1 week)
Hours per week	37
Normal working Pattern	Mon – Thu 0800-1600hrs Fri 0800 – 15.30hrs (Reception)
Unpaid Breaks	30 minutes lunch break where the working day exceeds 6 hours
Holidays	Holidays in accordance with normal entitlement (see below) shall be taken at times mutually agreed with the Line Manager.
CPD Days	You will be expected to work on all published CPD days.

### **REMUNERATION**

Salary Details:

- This post will be paid at the applicable apprenticeship rate, which is currently £6.40 an hour for apprentices aged under 19 and apprentices aged 19 or over and in the first year of their apprenticeship.
- The above hourly rate is equivalent to £12,347 per annum.

Annual holiday entitlement for full-time support staff is 33 days (including statutory bank holidays), rising to 37 days (including statutory bank holidays) after 5 years' service. Holiday entitlement is pro-rata for employees who work less than 52 weeks per year and / or less than 37 hours per week.

City Academy Norwich staff enjoy a number of non-contractual benefits, including:

- Continued professional development that is relevant to you and your career path
- Free on-site car parking
- A generous pension as part of the Local Government Pension Scheme (LGPS)
- Discounts, reward cards & promo codes via our staff benefits platform
- 24/7 access to our Employee Assistance Programme, at no cost to you
- Free access to our on-site gym

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 17.4% and employee contributions of 6.5%. Staff do have the option to reduce contributions by 50%.

### 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 PERSON SPECIFICATION: BUSINESS ADMINISTRATION APPRENTICE		
Criteria		
Qualifications / Education / Training	Essential / Desirable	How Assessed? Application (A) Interview (I) Task (T)
A good level of literacy and numeracy	E	A/I / T

<b>Experience</b>	<b>Essential / Desirable</b>	<b>How Assessed? Application (A) Interview (I) Task (T)</b>
Previous experience of working in a school and / or office environment would be highly advantageous	D	A,I
<b>Skills, Knowledge and Level of Competency</b>	<b>Essential / Desirable</b>	<b>How Assessed? Application (A) Interview (I) Task (T)</b>
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
<b>Personal Qualities</b>	<b>Essential / Desirable</b>	<b>How Assessed? Application (A) Interview (I) Task (T)</b>

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