

Job Description for the Post of Business Administration Apprentice (Level 3) at Nightingale Community Academy

Job Purpose:

As the Business Administration Apprentice (Level 3), you will support the efficient operation of Nightingale Community Academy (NCA) by providing high-quality administrative support across a range of business functions, including School Administration, Human Resources, Recruitment, Finance, Admissions and Reception.

Working towards the nationally recognised Level 3 Business Administrator Apprenticeship, you will gain valuable practical experience whilst developing the knowledge, skills and behaviours required to become a confident and professional administrator. You will work alongside experienced colleagues to support the day-to-day running of the academy, providing an efficient, professional and customer-focused administrative service to learners, parents, staff and external agencies.

Throughout your apprenticeship, you will develop expertise in communication, business administration, planning and organisation, IT systems, customer service, project support and business processes, whilst maintaining confidentiality and upholding the values and expectations of Orchard Hill College & Academy Trust.

Key Responsibilities:

1. School Administration

- Provide high-quality administrative support across Nightingale Community Academy.
- Answer telephone calls, emails and enquiries in a professional and timely manner.
- Welcome visitors, parents and contractors, ensuring safeguarding procedures are followed.
- Prepare letters, reports, spreadsheets, presentations and other documents.
- Maintain accurate electronic and paper filing systems.
- Assist with organising meetings, training sessions and whole-school events.
- Support the administration of learner records and school management systems.

2. Human Resources & Recruitment

- Assist with recruitment administration, including interview scheduling.
- Prepare recruitment packs and onboarding documentation.
- Support pre-employment checks and safer recruitment processes.
- Maintain confidential employee records.
- Assist with staff induction administration.
- Support HR compliance and personnel record management.

3. Finance Administration

- Support purchase order and invoice administration.
- Assist with maintaining accurate financial records.
- Help monitor office resources and stock.

- Support finance administration in accordance with Trust procedures.

4. Admissions & Reception

- Assist with learner admissions and transition administration.
- Support communication with parents, Local Authorities and external agencies.
- Maintain accurate admissions records.
- Act as a professional first point of contact for visitors and telephone enquiries.
- Ensure reception operates efficiently and professionally.

5. Business Support & Continuous Improvement

- Maintain accurate records using school ICT systems.
- Produce reports using Microsoft Office.
- Support administrative projects to improve business efficiency.
- Assist departments with administrative tasks as required.
- Develop an understanding of school business processes and policies.
- Contribute ideas to improve administrative systems and services.

6. Apprenticeship Learning & Professional Development

- Work towards achieving the Level 3 Business Administrator Apprenticeship qualification.
- Attend all apprenticeship workshops, reviews and tutor meetings.
- Complete coursework, assignments and portfolio evidence within agreed deadlines.
- Participate in workplace observations and professional discussions.
- Complete required off-the-job training.
- Apply learning from the apprenticeship to improve workplace performance.
- Take responsibility for your own professional development and continuous learning. These responsibilities reflect the apprenticeship's emphasis on developing communication, business operations, project management, ICT, professionalism and business processes while completing structured learning and evidence requirements.

7. Professional Practice

- Promote and safeguard the welfare of children and young people at all times.
- Maintain confidentiality and comply with GDPR requirements.
- Demonstrate professionalism and excellent customer service.
- Promote equality, diversity and inclusion.
- Work collaboratively with colleagues across both academy sites.
- Undertake any additional duties appropriate to the role.

- Job Descriptions are reviewed annually.
- The responsibilities listed above are the essential duties of the post and may be amended following consultation to reflect the changing needs of the academy.
- The successful applicant will be expected to comply with all Orchard Hill College & Academy Trust policies, including Safeguarding, Health & Safety, Data Protection and Equality policies. This follows the same structure and review principles used in the academy's existing job descriptions.

Person Specification for the Post of Business Administration Apprentice (Level 3)

The Person Specification shows the abilities and skills you will need to carry out the duties in the Job Description. Shortlisting is carried out based on how well you meet the requirements of the Person Specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your Application Form. If you are selected for interview, you may be asked also to undertake practical tests to cover the skills and abilities shown below.

Area	Requirements	Essential/Desirable
Qualifications	GCSE Grade C/4 or above (or equivalent) in English and Mathematics	Essential
	Eligible to undertake the Level 3 Business Administration Apprenticeship	Essential
	Evidence of a commitment to learning and personal development	Essential
	IT qualification or equivalent	Desirable
Experience/Knowledge	An interest in business administration, education or office-based work	Essential
	Awareness of customer service principles	Essential
	Experience of working in an office, school, voluntary or customer service environment	Essential
	Basic understanding of confidentiality and data protection	Desirable
	Awareness of safeguarding and the importance of promoting the welfare of children and young people	Desirable
Skills & Abilities	Excellent verbal and written communication skills	Essential
	Good organisational and time management skills	Essential
	Ability to prioritise tasks and meet deadlines	Essential
	Good attention to detail and accuracy	Essential
	Strong IT skills, including Microsoft Word, Outlook and Excel	Essential
	Ability to learn new systems and administrative processes quickly	Essential
	Ability to work independently and as part of a team	Essential
	Ability to communicate effectively with learners, parents, staff and external agencies	Essential
	Ability to maintain confidentiality and handle sensitive information appropriately	Essential
	Ability to solve problems and use initiative appropriately	Essential
Personal Attributes	Friendly, approachable and professional manner	Essential
	Enthusiastic and motivated to learn	Essential
	Positive attitude with a willingness to take on new challenges	Essential
	Flexible and adaptable to meet the needs of the academy	Essential
	Committed to equality, diversity and inclusion	Essential

	Committed to safeguarding and promoting the welfare of children and young people	Essential
	Demonstrates honesty, integrity and professionalism	Essential
	Committed to completing the Level 3 Business Administration Apprenticeship and participating fully in all training and development opportunities	Essential
	Acts as a positive ambassador for Nightingale Community Academy and Orchard Hill College & Academy Trust	Essential

Orchard Hill College & Academy Trust is proud to be a Disability Confident Employer, committed to creating an inclusive and supportive workplace for all.

Orchard Hill College & Academy Trust endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

*This **Job Description** and **Person Specification** is current but will be reviewed on an annual basis and following consultation with you, may be changed to reflect or anticipate changes in job requirements which are commensurate with the job title and grade in line with the school's changing needs.*

*In line with the statutory guidance in Keeping Children Safe in Education, the Trust reserves the right to request and review references **prior to interview** as part of our safer recruitment process. Any concerns raised will be followed up with the applicant before a recruitment decision is made.*