

Job Title: Level 3 Apprentice Administration Assistant	Pay Scale: National Apprentice Wage
Normal Place of Work: SEND Department, The Priory Pembroke Academy	Line Manager: SENDCO
Role Summary: To provide administrative and clerical support for a range of functions within the academy. Receive on the job training to develop administrative and IT skills.	

DUTIES AND RESPONSIBILITIES

To support and work alongside the administrative team;

- To include reception duties, greeting and signing in visitors, answering telephone calls, typing, filing, photocopying and general office duties
- To prepare refreshments to visitors
- Set up meetings which includes room booking, refreshments and diary management
- Deliver, sort and retrieve daily post for the academy
- Assist with the archive procedure and process
- Maintaining and ordering stationery stock
- To receive, allocate and deal with incoming queries and ensuring the correct signposting
- Support members of the leadership, teaching and support with general administrative work which includes the use of all Microsoft packages
- Additional duties required within the general scope of their role as determined by your Line Manager
- To assist with admin for other departments across the academy.

Key Relationships

The post holder will be expected to develop and maintain good relationships with:

• Head Teacher, SLT and all Trust staff	To ensure a high quality service is provided that meets the needs of the Trust.
• Parents and Students	
• Visitors	

Generic Responsibilities

- Represent and promote The Priory Federation of Academies' values internally and externally.
- Ensure that the Federations internal customers receive an excellent customer service experience in all dealings with the service.
- Deliver your day to day duties consistently with the agreed service level.
- Act as a champion for change and improvement, constantly enhancing quality.
- Contribute to the annual quality review of the service and the programme of continuous improvement.
- Actively promote and act, at all times, in accordance with Federation policies, e.g. Health and Safety, Equal Opportunities and Safeguarding.

- Make a commitment and contribution to improving standards for students, as appropriate.
- Contribute to the maintenance of a caring and stimulating environment for students.
- Undertake other duties commensurate with the job level.

The post holder will interact professionally with colleagues to ensure understanding and awareness of responsibilities of all colleagues and undergo any relevant training.

Elements of this job description may be changed following consultation with your manager.

TERMS OF EMPLOYMENT

All offers of employment are subject to The Trust receiving proof of identity, two satisfactory references, satisfactory health and enhanced DBS checks, a signed Code of Conduct, evidence of your relevant qualifications and successful completion of a 12 month probation period.

HEALTH AND SAFETY

All employees are responsible for reading, understanding and carrying out the requirements of The Trust's Health and Safety policy and for informing a relevant person if they become aware of any non-compliance with the policy or of any identified training needs.

HOURS OF WORK

The Academy day is between 8:00 am and 6:00 pm. A flexible approach to working is expected as some tasks may be required to be carried out in the evenings and during holiday periods.

CONTINUAL PROFESSIONAL DEVELOPMENT

The Trust requires individuals to identify and analyse their own training and development needs and to actively participate in the design of a development plan to meet these needs and the needs of the Academy. This may be achieved through an appraisal process.

The post holder should recognise and take advantage of development opportunities and should periodically review their own progress towards meeting previously agreed goals.

CONDITIONS OF SERVICE

Governed by the National Agreement on Pay and Conditions of Service supplemented by local conditions as adopted.

SPECIAL ARRANGEMENTS

The post holder may be required to work outside of normal academy hours on occasion, with due notice.

SAFEGUARDING STATEMENT

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

EQUALITY, DIVERSITY AND INCLUSION

The Priory Federation of Academies Trust is committed to maintaining a diverse workforce and an inclusive environment for all. Our aim, embedded in the Trust Values, is to enrich our workforce at every level and we encourage applications from all under-represented groups.

Person Specification – Level 3 Apprentice Administration Assistant

		Essential	Desirable	How assessed*
	QUALIFICATIONS			
1.	GCSE English and Maths Grade C or equivalent	X		AF/Cert
2.	IT Qualification		X	AF/Cert
	KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
3.	Recent and relevant experience of working in an administration environment		X	AF/IV
4.	Working in a customer service environment		X	AF/IV
5.	High standards of accuracy	X		AF/IV
6.	Ability to work with confidential and sensitive data	X		AF/IV
7.	Accurate Record Keeping		X	AF/IV
	SKILLS AND ABILITIES			
8.	Excellent oral and communication skills	X		AF/IV
9.	Ability to work on own initiative and as part of a team	X		AF/IV
10.	Good planning and organisational skills	X		AF/IV
11.	Ability to use IT at a level commensurate with job role	X		AF/IV
12.	Ability to work flexibly, including evening and weekend work and to work in different office environments across the sites	X		AF/IV
13.	Professional and responsive attitude and behaviour towards colleagues and clients.	X		AF/IV
14.	Ability to motivate and develop self.	X		AF/IV

*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview

Acceptance of the Job Description

I have read and accept the content of the job description.

Signed Line Manager:

Dated:

Signed Employee:

Dated.....