Job Title: Level 3 Business Administration Apprentice	**Pay Scale:** National Apprenticeship Wage
Normal Place of Work: Waddington Redwood Primary Academy	**Line Manager:** Senior Administrator/Headteacher
Role Summary: Provide administrative support to the Waddington Redwood Academy administration team.	

DUTIES AND RESPONSIBILITIES

- To provide secretarial services to the Senior Administration Assistant, SEN team and Safeguarding Lead including notetaking, diary management, administrative duties, telephone calls, arranging appointments and meetings, drafting routine correspondence and other associated duties.
- Maintain the Academy's website, seeking appropriate support from the Trust's communication and Marketing team where required.
- To liaise with parents as directed regarding issues relating to individual pupils, including investigating absences.
- To open, distribute incoming mail, record, and send outgoing mail. Receive incoming goods and check against orders as required.
- To assist in the arrangement of routine in school activities such as school photographs, induction evenings, parent's evenings, etc.
- Administrative duties such as sending communication to parents/carers, answering the phone and emails, working alongside stakeholders, stock taking, handling cash, liaising with staff within the Academy, as well as within various departments of the Trust.

Key Relationships

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

• Headteacher, 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 pupils, as appropriate.
- Contribute to the maintenance of a caring and stimulating environment for pupils.
- 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 6-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 Business Administrator Apprentice

		Essential	Desirable	How assessed
	QUALIFICATIONS			
1.	GCSE English and Mathematics Grade A-C or equivalent.	X		AF / Cert
2.	IT Qualification, eg CLAIT, ECDL.		X	AF / Cert
3.	Word processing/ NVQ Level 2 or equivalent		X	AF / Cert
4.	NVQ Level 3 or equivalent		X	AF / Cert
	KNOWLEDGE AND EXPERIENCE (UPTO DATE/ CURRENT)			
5.	Recent and relevant experience of working in a reception/ administration/office environment.		X	AF/IV
6.	Experience of working in a customer service environment.		X	AF/IV
7.	Be able to prioritise tasks effectively, coping with conflicting demands and displaying flexibility	X		AF/IV
8.	High standards of accuracy and attention to detail	X		AF/IV
	SKILLS AND ABILITIES			
9.	Ability to use IT at a level commensurate with job role	X		AF/IV/AT
10.	Ability to work on own initiative and as part of a team	X		IV/R
11.	Good planning and organisational skills	X		IV/R
12.	Excellent oral and communication skills	X		IV/R
13.	Professional and responsive attitude and behaviour towards colleagues	X		IV/R
14.	Ability to motivate and develop self	X		IV/R
15.	Commitment to equality, diversity and inclusion	X		IV/R

*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

R = Skills assessed via References

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

Signed Line Manager: .....

Dated: ……..

Signed Employee……..

Dated……