

# TCAT



## Office Administration Apprentice

Job Description and Person  
Specification



SERVE CHALLENGE EMPOWER

## OFFICE ADMINISTRATION APPRENTICE

**37 hours per week / full year**

**fixed term for the duration of the duration of the L3 Business Administration apprenticeship course (approx. 19 months)**

**TCAT Grade 4 - NJC scp 6 (£23,893 fte) to scp 7 (£24,294 fte)**

**TCAT Professional Development Centre, Bridgewater High School (Upper), Broomfields Road, Warrington, WA4 3AE**

Based at the TCAT Professional Development Centre, this role is an ideal opportunity for someone looking to start a career in business administration with an educational sector focus. The Trust Office Administration Apprentice will be responsible for supporting with the administrative and organisational processes within the Trust Central Team.

They will act as the initial point of contact for visitors and other stakeholders so will be an ambassador for the Trust and embody the value, vision, and ethos of the Trust in all interactions. The successful candidate will be enrolled on to the Level 3 Business Administration apprenticeship course with the duration of the contract tied to the length of the course (approx. 19m)

### What we offer:



**Continuing Professional Development**  
Join us at Education Connect to access high-quality CPD that is rooted in the latest research, promotes innovation, and fosters a culture of collaboration.



**TCAT Plus (Health and Wellbeing and Staff Discounts)**  
TCAT Plus is an online hub for all staff that offers wellbeing support and financial discounts at hundreds of big brand online and high street retailers.



**Hub Support Model**  
Strength through interdependence and collective accountability in our working practices. Much of this is achieved via our extensive professional hub network.



**Maternity, Paternity, Adoption and Shared Parental leave**  
Enhanced maternity and adoption pay for eligible employees.



**Cycle to Work Scheme**  
Save 23-39% on a new bike for work. TCAT have teamed up with BHN Extras to offer a Cycle to work salary sacrifice scheme.



**Smart Tech**  
A chance to get the latest tech at the best price and spread the payments over your salary, interest-free.



**Pension**  
A career within TCAT will provide you with access to the Teachers Pension or Local Government Pension scheme.



**Workload Strategy**  
We have carefully examined and implemented the recommendations outlined in the DfE Workload Reduction Toolkit across the Trust. We are committed to aligning and integrating our approach to workload management for all our staff.



**Car Benefit Scheme**  
A salary sacrifice car lease scheme in partnership with Tusker. Access an electric or hybrid vehicle that will be fully serviced, insured, vehicle tax paid and recovery assistance.



**Enhanced annual leave for support staff**  
8 bank holidays plus up to 31 days annual leave.



**Entitlement to occupational sick pay**  
Up to six months full pay and six months half pay in the event of being unable to work.

To learn more about The Challenge Academy Trust, please visit [www.tcat.uk.com](http://www.tcat.uk.com). For more information on this role, please contact Ben Logan, TCAT Head of HR: [b.logan@tcat.uk.com](mailto:b.logan@tcat.uk.com)

The Challenge Academy Trust is committed to promoting the safeguarding and welfare of children and young people and expects all staff and volunteers to share this commitment. All appointments are made subject to an Enhanced DBS check. We are an Equal Opportunities Employer, and our employment policies, procedures and practices are regularly reviewed to

ensure compliance with legislation. We are committed to creating a workplace culture that is inclusive, positive, and fair with opportunity for all.

**How to apply**

To apply, please download our application form and return by email to [recruitment@tcat.uk.com](mailto:recruitment@tcat.uk.com).

**Closing Date – 12 noon, Friday 26 July 2024**

Applications received after the closing time will not be considered.

**Interviews**

Interviews will take place on Thursday 08 August 2024 at the TCAT Professional Development Centre, Warrington.

## **JOB DESCRIPTION    Office Administration Apprentice**

### **Key Tasks and Accountabilities**

#### **Reception**

- 1) Act as the first point of contact for visitors arriving at TCAT Professional Development Centre, ensuring they feel welcome and answering all queries.
- 2) Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner.
- 3) Seek support from other colleagues where necessary to respond to complex enquiries.
- 4) Respond to messages promptly and accurately, passing on information to relevant staff members as necessary.
- 5) Assist staff and visitors with the information and support they need.
- 6) Support with hospitality arrangements within the centre both for internal staff and external visitors, maintaining supplies and ordering in external hospitality as required.

#### **Finance**

- 7) Enter data into the Trusts' finance systems and produce reports as necessary.
- 8) Carry out financial administration in line with the Trust's procedures including transactional processing (e.g., purchase orders and invoices).
- 9) Order, monitor and manage stock, ensuring best value following the Trust's purchasing processes.

#### **General Administration**

- 10) Update manual and computerised record/information systems as required including diary management for central staff.
- 11) Assist with the updating and maintenance of the Trust calendar.
- 12) Assist with managing the Trust's email inbox, ensuring the Trust meets its expected response times and emails are forwarded to the relevant staff member as necessary.
- 13) Report any issues with the Trust's IT systems.
- 14) Organise and distribute incoming and outgoing post.
- 15) Provide administrative support to staff as needed.
- 16) Book training courses for staff as required.
- 17) Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary.

- 18) Assist with organising conferences, meetings and events, including the organisation of rooms and equipment, and providing refreshments as required.
- 19) Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times.

### **Communication**

- 20) Write and send email responses that are professional and uphold the Trust's vision and values.
- 21) Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc) to staff, customers and other stakeholders.
- 22) Assist with marketing and promoting TCAT and its academies.

### **Other Responsibilities**

- 23) To act as a First Aider for the TCAT centre.
- 24) To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- 25) To collate information, statistics and prepare reports as required.
- 26) To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace.
- 27) To ensure that all Trust and academy policies and procedures are followed.
- 28) To ensure that all duties and services provided are in accordance with the Trust's Equal Opportunities Policy and practices in respect of both employment issues and the delivery of services to the community.
- 29) To ensure that all duties and services provided are in accordance with the Trust's Data Protection Policy and practices and reporting to the DPO any concerns or requests.
- 30) To undertake any training commensurate to the post and attend relevant meetings as required by the Trust.
- 31) To assist with the upkeep of the communal space and TCAT centre.

### **Other information**

- This post is subject to an enhanced DBS check.
- The duties above are neither exclusive nor exhaustive and the post holder may be required by the Trust to carry out appropriate duties within the context of the job, skills and grade at any site within the Trust.

**REVIEW ARRANGEMENTS:** The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time the nature of the job may change. Existing duties may no longer be required, and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Trust will expect to revise this Job Description from time to time and will consult with the post-holder at the appropriate time.

## PERSON SPECIFICATION

Criteria		Essential	Desirable	Assessment Method
<b>Relevant experience</b>				
1	Carrying out administrative tasks	x		A
2	Dealing with face-to-face and telephone interactions	x		A/I
3	Working and collaborating within a team	x		A/I
4	Experience of working within an educational context.		x	A/I
<b>Qualifications</b>				
5	GCSE in English and Mathematics.	x		A
6	First Aid certificate or willingness to undertake one	x		A
7	Be willing to undertake additional training in particular a relevant apprenticeship qualification.	x		A/I
8	Educated to A level or equivalent.		x	A
<b>Knowledge</b>				
9	Knowledge of data protection statutory requirements and how to comply with those requirements		x	A/I
10	Knowledge of safeguarding requirements and how to comply with those requirements		x	A/I
11	Ability to respond quickly and effectively to issues that arise	x		A/I
12	Ability to use IT packages including word processing, spreadsheets and presentation software		x	A/I

Criteria		Essential	Desirable	Assessment Method
13	Ability to use relevant office equipment effectively	x		A/I
<b>Competencies</b>				
14	Able to maintain strict confidentiality in all circumstances.	x		A/I
15	Proactive approach to work being responsive, empathetic and supportive to all within the Trust.	x		A/I
16	Able to establish effective working relationships with a wide variety of people including trust colleagues, trust and academy leadership teams and external agencies and visitors and those working in and with the Trust.	x		A/I
17	Communicate well with a variety of people using both oral and written communication skills.	x		A/I
18	Excellent attention to detail in all aspects of work.	x		A/I
19	Well-organised and able to work to deadlines.	x		A/I
20	Able to prioritise and work on own initiative.	x		A/I
21	Able to handle considerable levels of interruptions, conflicting demands and changing priorities.	x		A/I
<b>Commitment to Equal Opportunities</b>				
22	Understanding of and commitment to the principles and practice of equality, diversity and inclusion, both in relation to employment issues and to service delivery	x		A/I

Key: A = Application; I = Interview; T = Task

#### NOTE TO APPLICANTS:

Whilst all points on the specification are important, those marked as 'essential' are the key requirements for the role. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.