

JOB DESCRIPTION

Job Title	Admin Apprentice
Grade	Apprenticeship Rate £4.15
Reports to	Business Manager,
Liaison with	Teaching staff, support staff, pupils, parents, visitors
Job Purpose	To provide a professional receptionist service to the School
Hours	37 Hours a week Monday to Friday Half Hour Lunch Term time only plus non pupil days (39 weeks a year pro rata)
Duties	<p>Reception:</p> <ul style="list-style-type: none"> • Answer to access buzzer and let visitors and staff in and out of the premises. • To ensure school visitors policy arrangement are always complied with, including the issue of visitor's badge and signing of the Inventory visitors' screen. • To provide hospitality for visitors to the school including making drinks where appropriate. • To be the first point of contact for both telephone and face to face enquiries and take messages where appropriate. • Calls to parents/carers at the request of teachers or therapy team. • Trouble shooting problems/issues for parents. • To monitor and respond to emails via the admin email account. • To accept, sign and check all deliveries as appropriate. <p>Welfare:</p> <ul style="list-style-type: none"> • To provide lunchtime cover in classrooms/dinner hall under the supervision of the class teacher. • To assist with the general welfare/needs of pupils during lunch time cover. <p>Clerical:</p> <ul style="list-style-type: none"> • To undertake typing and word processing as required. • To undertake filing, photocopying and reprographic work as required. • To be responsible for the sorting and distributing of incoming post and the sending of outgoing post. • To provide general clerical support as required. • Accessing information on the SIMS system for telephone numbers and contact details. • Communication with staff and parents/carers via the school Ping app.
General	<ul style="list-style-type: none"> • To participate in the performance and development review process within school and via training provider, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager and course tutor. • To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace • Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy • The Governing Body is committed to safeguarding and promoting the

	<p>welfare of children and young people and expects all staff and volunteers to share in this commitment</p> <ul style="list-style-type: none">• The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.
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PERSON SPECIFICATION

Admin Apprentice

General heading	Detail	Examples
Qualifications & Experience	Specific qualifications & experience	5 GCSE including Maths and English in addition to Customer Services NVQ training course.
	Knowledge of relevant policies and procedures	General understanding of the operation of a school
	Literacy	Good reading and writing skills
	Numeracy	Ability to count and undertake basic calculations
	Technology	Ability to use photocopier Ability to use word processor
Communication	Written	Ability to complete basic forms
	Verbal	Ability to exchange routine verbal information clearly with children and adults
	Languages	Seek support to overcome communication barriers with children and adults
	Negotiating	Ability to negotiate effectively to achieve best outcomes Ability to manage difficult or controversial exchanges
Working with children	Behaviour Management	Ability to understand and implement the school's behaviour management policy
	SEN	Ability to understand and support the differences in children and adults and respond appropriately
	Curriculum	Basic understanding of the learning experience provided by the school
	Child Development	Ability to understand the basic understanding of the way in which children develop
	Health & Well being	Ability to understand the importance of physical and emotional wellbeing
Working with others	Working with partners	Ability to understand the role of others working in and with the school
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Team work	Ability to work effectively with other adults in the school
	Information	Ability to provide timely and accurate information
Responsibilities	Organisational skills	Good organisational skills
	Line Management	N/A
	Time Management	Ability to manage own time effectively and good personal timekeeping
	Creativity	Ability to follow instructions
General	Equalities	Demonstrate a commitment to equality
	Health & Safety	Basic understanding of Health & Safety
	Child Protection	Learn, understand and implement child protection procedures
	Confidentiality/Data Protection	Learn and understand procedures and legislation relating to confidentiality
	CPD	Be prepared to develop and learn in the role

