

**JOB TITLE:****Business Support Administrator**

Working towards Level 3 Business Administrator  
Apprenticeship

[Business administrator / Institute for Apprenticeships and  
Technical Education](#)

**REPORTS TO:**

Education Support Administrator

**CONTRACT INFORMATION:**

- Full Time (37.5 hours per week/52 weeks)
- Hourly Rate £5.50
- Fixed Term Contract
- Statutory holiday entitlement - 28 days holiday per year

**THE ORGANISATION**

Lapwing Education, based out of Martlesham, is a specialist alternative education provider that supports young people across East Anglia facing exclusion from school, college or society generally. We offer personalised services including therapeutic interventions, personal development coaching, academic qualifications, vocational training, employability skills development and experiences of work to help young people get back on track.

**SUMMARY OF ROLE**

The Apprentice Administrator is a central office-based role which will contribute to the smooth running of the organisation, both in terms of administration and communication, both internally and externally. The post holder's duties will support an established Education Support Administrator and a Project Compliance Officer and will receive on the job training and mentoring from both these colleagues.

The post holder will provide administration support to the Minding The Gap project, funded by the European Social Fund and National Lottery Community Fund, as and when directed by senior management.

**SPECIFIC RESPONSIBILITIES**Education and project support

- Monitor, respond and direct incoming enquiries (emails and calls)
- Support the education team with administration related to student programmes
- Maintain accurate student attendance tracking daily
- Co-ordinate research and booking of appropriate venues for student activities
- Quality control – monitor actions required of delivery staff e.g. student questionnaires, session plans, reviews and case studies and chase up any missing student information
- Provide administration support for qualifications/exams (City and Guilds, AQA) including student registration, ordering of exam papers, etc. as directed by the Examinations Officer
- Scan documents for filing electronically into student folders
- Using the student timetable and the attendance tracker, create invoice preparation sheets on a monthly basis for finance team to then raise invoices to funders
- Maintain and update student contact details spreadsheet
- Co-ordinate production and posting of student certificates
- Maintain stocks and order stationery and teaching supplies/resources



# Lapwing

- Maintain electronic archive of student files on an annual basis
- Support the administration process related to project reporting on a monthly basis or as/when required for grant funded projects such as Minding The Gap

## Human Resources

- Collate job applications for shortlisting and arrange interviews as directed
- Carry out administration related to new staff including requesting DBS checks
- Co-ordinate requests for employer references for applicants and new staff
- Co-ordinate completion and collation of staff timesheets, mileage and expense claims on a monthly basis
- Maintain master record of laptops / mobile phones issued to colleagues
- Maintain staff training records as directed

## General

- Check answerphone, answer telephone calls, taking messages for the team when they are busy or handling call if able, responding sensitively to calls from students and families
- Meet and greet students and visitors and be first point of contact for external enquiries
- Book meetings, co-ordinate attendees and take meeting minutes
- Administrate individual room bookings for student sessions or meetings
- General support to ensure efficient running of office operations/systems
- Contribute to the organisation of events
- Maintain office displays, bookshelves and filing within the office
- Monitor and purchase refreshments for the office as required
- Maintain signing in books
- Undertake such other duties as may reasonably lie within the scope of this post to ensure the effective administration of Lapwing's operations

This job description is not necessarily exhaustive and may be subject to review by the CEO & Head of Education in conjunction with the post holder.