



# BROKE HALL

## COMMUNITY PRIMARY SCHOOL

<b>Job Title</b>	Business Administrator Apprentice
<b>Qualification</b>	<b>Level 3 Business Administrator Apprentice</b> <a href="#">Business administrator / Institute for Apprenticeships and Technical Education</a>
<b>Responsible to</b>	School Business Manager
<b>Salary</b>	£4.30/ hour (Rising to £4.81 from 1 <sup>st</sup> April 2022)
<b>Hours</b>	8am – 4.30pm Monday – Friday <b>Term Time only</b> (40 Weeks per Year)
<b>Holiday</b>	Holiday must be taken in school holidays. Holiday entitlement (27 days) will be calculated and paid monthly.
<b>Training</b>	20% of your working hours (1 day per week) protected time for off the job apprenticeship

### PURPOSE OF THE POST:

To provide reception support in the main school office whilst completing the Level 3 Business Administrator Apprenticeship.

The Apprentice will be the first point of contact for all visitors, and ensure that all visitors receive a professional, but friendly, welcome to the school.

### RESPONSIBILITIES

#### Customer Service

- Be the first point of contact for parents, contractors and other visitors, attending to their queries and requests efficiently, referring to colleagues for direction and guidance.
- Ensure that the necessary safeguarding checks have been completed before giving visitors access to the school.
- Ensure that the reception area is tidy and presentable.

#### Office Administration

- Answer the phone, handling queries considerately and courteously. Communicate with pupils, staff, parents and visitors in a professional manner.
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
- Maintain manual and computerised record systems including inputting data, producing reports and filing. Utilising the schools Management Information System (MIS).
- Check and receive deliveries and sign the paperwork.

- Contribute to the routine administration of school related activities, such as trips, special lunches and clubs depending on how the tasks have been allocated based on workload.
- Assist with the organisation of meetings and events.

### **General Responsibilities**

- Comply with and assist with the development of policies and procedures relating to child protection, equal opportunities, health, safety and security, confidentiality and data protection.
- Contribute to the overall ethos/work/aims of the school
- Complete the Level 3 Business Administrator Apprenticeship.
- Take part in whole-school training programmes and be responsible for your own professional development.
- The post holder will be expected to make day to day decisions about own workload, within clear guidelines and procedures.

These duties may be varied at the reasonable discretion of the Headteacher, and post holders may be expected to undertake other duties of a similar level / nature which are considered appropriate to the level of this post.

Broke Hall Primary School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service.

## Person Specification

	Essential	Desirable
<b>QUALIFICATIONS AND BACKGROUND</b>		
Level 4/C or above in GCSE Maths and English	√	
Fluency in the English language	√	
<b>KNOWLEDGE AND EXPERIENCE</b>		
Computer literate, such as Microsoft, apps and emails	√	
Previous experience of communicating with adults and/or children		√
Knowledge of first aid and health and safety procedures		√
<b>SKILLS AND ABILITIES</b>		
Able to follow instructions and guidance	√	
Problem solving skills		√
Attention to detail	√	
Ability to handle confidential, sometimes sensitive information	√	
Demonstrate GDPR compliance	√	
<b>PERSONAL QUALITIES</b>		
Good punctuality and attendance	√	
Approachable and professional	√	
Reliable and honest	√	
A team player but also able to work independently	√	
Able to accept constructive feedback to improve knowledge and performance	√	

Candidates may choose to address these in their application