Title of Post: Reception/Office Administration Apprentice

Status: Full time – 36.5 hours per week, term time only
Monday & Tuesday  8.00am – 4.00pm (30 minutes lunch)
Wednesday & Thursday  8.30am – 4.00pm (30 minutes lunch)
Friday  8.00am – 4.00pm (30 minutes lunch)

Responsible to: Senior Office Manager

Salary: Current Apprentice rate

JOB PURPOSE

To assist the Senior Office Manager with efficient and effective administration support to the reception and administration team.

To act as a first point of contact for student enquiries at the student reception desk, maintaining relevant systems and general administrative duties. Managing lost property and mobile phone confiscation systems and procedures.

Apprenticeship scheme

This role is an apprenticeship where the school will provide training for the successful candidate to achieve relevant qualifications in Business Administration. You will be required to report your progress to an assigned mentor.

The successful candidate will achieve the following qualifications by the end of their apprenticeship:
NVQ Level 2 or Level 3 in Business Administration.

Specific duties

- To provide an efficient and effective administration support function to the reception and administration team.
- Handling sensitive and confidential information, including data entry.
- Switchboard operation and dealing with telephone enquiries to the school.
- To liaise with staff, students, members of the public regarding school related enquiries by telephone, email and face-to face.
- Maintain manual and computerised records/management information systems (SIMS)
- Undertake word processing tasks.
• File/store/record data and information in line with procedures.
• Administering and processing enquiries, referrals and other requests in line with procedures.
• Use of various IT systems.
• Working flexibly as part of a team.
• Assist with lost property enquiries
• Assist with mobile phone confiscation systems and procedures.
• Organising and supporting various events and meetings etc.
• Assisting in reprographics as required.
• Opening and distributing post

You will be regularly supervised and supported and will be expected to complete your qualification in the time specified (level 2/3 apprenticeship framework qualification). 20% of the full time working hours will be allocated specifically for your NVQ.

This Job Description is current at February 2019, and is representative of the duties/responsibilities expected of the post. These duties and responsibilities are neither static nor exhaustive and, at the discretion of the Headteacher, are liable to variation to reflect any future changes required of this post.

This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent spoken English is an essential requirement for the role.

The successful candidate will be requested to apply for for Enhanced Disclosure from the Disclosure and Barring Service (DBS), although a criminal record will not necessarily be a bar to obtaining the position.

Plantsbrook Learning Trust is committed to the highest standards in protecting and safeguarding the welfare of the children and young people entrusted to its care at all times.

Closing Date: Friday 15 March 2019
# PERSON SPECIFICATION

**Title of Post:** Reception/Office Administration Apprentice

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<tr>
<th>Criteria</th>
<th>Essential</th>
<th>How Assessed</th>
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<tr>
<td><strong>Relevant Experience</strong></td>
<td>Good IT skills including the ability to use Microsoft packages e.g.: Excel, Word and Powerpoint</td>
<td>AF/I/T</td>
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| **Professional Skills/Abilities** | Commitment to first class customer service and an ability to behave calmly in a courteous and appropriate manner at all times.  
The ability to converse at ease with members of the public and provide advice and information in accurate spoken English is essential for the post | AF/I         |
| **Personal Skills**           | Ability to work with staff at all levels and have good communication skills  
Understand the need for confidentiality when dealing with sensitive information  
Flexible and reliable  
Ability to work flexibly and cooperatively as part of a team under the direct of Senior Office Manager  
Confident, yet sensitive and discreet in dealing with visitors, parents and students  
Be optimistic, enthusiastic and generous of spirit  
A positive outlook, a blend of energy, warmth and humour  
Be committed to safeguarding and promoting the welfare of children and young people | I, AF/I, AF/I, AF/I, I, I, I |
| **Qualifications**            | GCSE English and Maths or equivalent Numeracy and Literacy qualification | AF/I         |
| **Training**                  | Willingness to undertake Level 2 or Level 3 qualification as appropriate. | I            |

**Method of Assessment** – AF – Application Form, I – Interview, T – Test