

Apprentice –Administration Assistant

(Expected to undertake apprentice Business Administration Level 4)

Job Description & Person Specification

Statement of Purpose/Main Duties:

- To be responsible for booking travel for all centre staff, ensuring compliance with central travel expenses policy
- To be responsible booking accommodation for all centre staff, ensuring best value for money when booking
- To collate expenses claims for executive team.
- To ensure due diligence by maintaining copies of invoices, credit notes, statements, and remittance where required
- To undertake general administration including distributing information to schools, photocopying, distributing agendas and minutes of meetings as required.
- To be responsible for all incoming calls to the trust
- Oversee trust enquiries and info email accounts
- Ensure office supplies are in stock
- Overseeing catering/set up and provisions for trust meetings

Personal Responsibilities:

- To prioritise tasks and conflicting deadlines by identifying and resolving issues as they arise to ensure procedures are carried out effectively within given timescales
- To provide outstanding levels of customer care as the first point of contact for external stakeholders

Support to the trust:

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Operate relevant equipment and complex IT packages.

Person Specification:

Essential Criteria:	Measured by:
Experience: <ul style="list-style-type: none"> • Experience of working within a school environment • Experience of being able to deal with administrative processes and handling sensitive data 	A/F
Qualifications and Training: <ul style="list-style-type: none"> • Good numeracy/literacy and communication skills 	I
Knowledge and Skills: <ul style="list-style-type: none"> • Excellent interpersonal skills to be able to relate well to a wide range of people. • Effective use of ICT • Use of other equipment technology – scanner, photocopier. • Work constructively as part of a team whilst being able to demonstrate initiative • Excellent communication skills 	I, A/F
Behavioural Attributes: <ul style="list-style-type: none"> • Customer focused. • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect • Open, honest and an active listener • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service • Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations • Is committed to the provision and improvement of quality service provision • Is adaptable to change/embraces and welcomes change. • Acts with pace and urgency being energetic, enthusiastic and decisive. • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	I, A/F