

Reports To: PA to the Principal

Department/Site: Office Team

Why	Job Summary <ul style="list-style-type: none">Complete a Level 3 Business Administration Apprenticeship by working under supervision to provide high quality administrative support to the academy	
What	Main Responsibilities <ul style="list-style-type: none">Provide clerical and administrative support, including scanning, photocopying, filing, faxing and emailing, as appropriate.Answer telephone calls, directing through to the relevant people and helping with queries where possible.Prepare and edit correspondence, presentations and other documents, as instructedDistribute incoming mail, frank and send outgoing mail.Store and maintain confidential documents, details and information appropriatelyMaintain electronic and manual systems in an efficient and effective mannerArrange, co-ordinate and communicate details for meetings, training and events, including booking meeting rooms and providing refreshmentsService meetings and events, as and when required, including the recording, transcription and distribution of minutes and the timely distribution of supporting papers.Undertaking/covering reception/switchboard duties as necessary, being the first point of contact for parents, pupils, visitors and staff.Any other duties deemed appropriate to the role.Undertake training and duties required to complete an externally assessed qualificationOn-going satisfactory completion of specified training units will be monitored during your apprenticeship	
How	<u>Competencies</u>	<u>Personal Attributes</u> (level expected when job is conducted to the required standard)
	Framework <i>Seeking to establish the framework and guiding principles; making a positive contribution to the wider life and ethos of the Trust.</i>	Act as role model demonstrating professionalism and consistent high expectations at all times which supports the ethos of the Trust.
		Recognise and respect difference between individuals and play their part in making the Academy/Trust more inclusive.
		Pro-actively checks to prevent errors and achieve targets.
		Know the local arrangements concerning the safeguarding of children and young people and how to use them.
		Takes responsibility for own Health & Safety, ensuring immediate work environment is safe.
		Develop effective professional relationships with colleagues knowing how & when to draw on advice and specialist support.
		Demonstrate consistently the ethos and behaviour which are expected of all.
		Understands why it is important to follow policies and procedures and knows where to find them
	Development <i>Monitoring, coaching, guiding and supporting teams and individuals, setting examples of desired behaviours.</i>	Participate in whole team/department training/induction events.
		Create a 'can-do' culture to raise aspiration for all.
		Takes responsibility for improving own working/teaching practices through appropriate professional development, responding to advice and feedback from colleagues.
	Leading <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Responsive to leadership and direction.
		Acts a role model, upholding professional and courteous manner at all times.
		Receives direction and is able to follow instructions.
		Completes the tasks assigned which contribute to the delivery of specific results.
Task Management <i>Establishing appropriate courses of action for oneself and others to accomplish.</i>	Receives tasks and knows who they are accountable to in their work.	
	Is supported in planning daily workload.	
	Prioritises within daily tasks.	
Communication	Communicates effectively with colleagues. An active listener.	

	Providing direction to ensure that the resources are available to achieve results in the most effective way.	Is numerate.	
	Problem Solving/Decision Making <i>Able to identify a potential problem, propose and assess solutions and decide upon a course of action.</i>	Identifies problems and looks for support.	
		Participates in team based decisions	
		Knows, understands and complies with procedures relating to information and confidentiality	
		Solves problems within own remit which does not affect others	
		Seeks support when immediate decisions are required	
	Interfaces	Internal/External	Seek opportunities to collaborate with other professionals beyond the Academies and across the Trust.
		Financial impact/budget	Ensure resources are affordable and available to achieve improvement plans and stated strategic objectives.
		English Language Fluency	An ability to converse at ease with all customers and provide accurate advice in order to fulfill all spoken aspects of the role through the medium of spoken English.
	Education, Qualifications and Experience (EQE)	Minimum of grade C/4 in maths and English at GCSE level (or equivalent qualification); good IT skills and competency in the use of the Microsoft Office package.	
	Safeguarding	All adults employed by the Trust are responsible for safeguarding and promoting the welfare of children they are responsible for or come into contact with. As such, all employees will undergo relevant background checks, including a Disclosure and Barring Service (DBS) Enhanced check with Barred List Check, in order to satisfy our statutory obligations.	

Whilst every endeavor has been made to outline all the duties and responsibilities of the post, this document does not specify every item in detail. Where broad headings have been used, all associated duties are naturally included in the job description.