

Job Description and Person Specification

Post title: Business Administration Apprentice

Eligibility criteria:

- Residency: Hackney resident
- Or those who have been educated in Hackney
- Or have been a Stoke Newington School & Sixth Form school leaver.
- Business Administrators play a key role in all organisations, whether large or small, public, private or third sector. They have skills that can be used in many different roles. As a business administration apprentice, you will be involved in:
 - Providing professional, productive and responsive administrative support to faculties within the School
 - Ensuring all work is carried out correctly and efficiently to a high standard
 - Undertaking additional or other duties as may be appropriate to achieve the objectives of the post and as directed and deemed appropriate by the Line Manager.
 - Working effectively with others by creating and maintaining good communications
 - Acting as Fire Marshall and First Aiders

You will spend at least 12 months in a supporting role within the Stoke Newington Secondary School. You will work with staff from across the organisation; and you could work with Hackney's residents and external organisations.

The main tasks and duties will depend on the service and the role.

Your apprenticeship will include a formal training programme leading to a business administration NVQ qualification Level 2/3. You will also receive regular on-the-job training from your manager and colleagues to help you develop in the role.

You will spend at least one day per week working towards your qualification or taking part in training and development activities. It is important that you work hard on the formal training as well as the on-the-job aspects. Your manager and colleagues will support you.

When you have completed your apprenticeship, you should have the following knowledge, skills and behaviours:

Knowledge - You will have a good understanding of:

- Stoke Newington Secondary School, its values, priorities, and the services it provides.
- The School's diverse range of customers; and the barriers and challenges facing some of our residents.
- How your own work contributes to organisational success and the School's wider goals.
- The relevant processes and can make suggestions for improvements.
- The relevant policies and legislation, and know how they apply.

Skills and experience - You'll have:

- Excellent verbal and written communication skills; confident in writing emails, contributing in meetings and briefing senior officers.
- Strong problem solving and decision making skills.
- Effective time management skills – you'll be able to work independently and prioritise your work;
- Technical skills (as relevant to the role)
- Expertise in our IT systems and databases (as relevant to the role).
- Practical experience of working with 'stakeholders' (these are other people or organisations with an interest in the project or work).

Behaviours - You'll have:

- A 'professional' attitude (know how to behave appropriately in a work environment).
- Respect for the varied experiences of other, and work well as part of a team.
- Respect for the privacy of our service users; and know how to keep information confidential and safe.
- Political awareness – you'll understand organisational culture and the wider political context.
- Flexibility – you'll adapt well to changing priorities and demands.
- Ambition; you'll take responsibility for your own learning and development, and career advancement.

The purpose of the Job Description and Person Specification is to provide information about the role and the skills a successful candidate must have.

Job details

Job title: Business administrator apprentice

Directorate: Central Administration team (Stoke Newington Secondary School)

Reporting to: Central Administration Manager

Grade: Apprenticeship (Scale 2 - £20,616 per annum)

Job description

- Purpose of the post:
- This is an Apprenticeship in Business Administration. The focus is on learning and developing practical experience, drawing on knowledge acquired through academic study and on the job training.
 - Under direction and instruction of senior staff: provide routine general clerical and administrative support to faculties at Stoke Newington school
 - The apprentice will work within the Stoke Newington Secondary School Administration Team which provides administrative support to staff across the school.

Main duties and responsibilities:

Administration:

- Provide routine clerical support e.g. photocopying, printing, and cutting, laminating, scanning, filing, emailing, texts and letters home.
- Maintain computerised and manual records
- Undertake word processing and other IT based tasks across a range of software
- Communicate across the school as necessary e.g. staff bulletin, a.m. briefings
- Assist with displays, maintaining boards in classrooms and corridors and mounting displays as requested
- Assist in Careers office as requested
- Assist with cover and detentions as necessary
- Assist with complying and placing orders for resources

Resources:

- Operate office equipment e.g. Photocopier, computer, laminator
- Use Microsoft office applications and other software for ordering, communications and management information systems.

Student Support:

- To provide support in the organisation of special events and activities within the school
- To support management of student movement around the school.
- To accompany faculty trips in a supervisory capacity
- To assist with issuing textbooks and equipment purchased by students

Responsibilities

- Be aware of and comply with policies and procedures relating to child protection, health, safety, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference 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.
- Carry out your responsibilities with due regard to The Learning Trust's policy, organisation and arrangements for Health and Safety at Work at all times.
- Carry out your duties in line with The Learning Trust's policy on Equality and Diversity and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.
- Promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary from time to time.

Job title:

Business Administrator Apprentice

Person Specification

	Essential	Desirable
Qualifications	✓	✓
1. GCSE A*- C Grade in English and Maths	✓	
2. First aid and fire marshal qualifications (or willingness to obtain)		✓
Experience	✓	✓
3. Experience in an administrative or customer care role.		✓
Knowledge/Skills	✓	✓
4. Appropriate knowledge of First aid.	✓	
5. Good understanding and ability to use relevant technology e.g Photocopier.	✓	
6. Good numeracy and IT skills.	✓	
7. Keyboard and computer skills.	✓	
8. Participate in development and training opportunities.	✓	
9. Ability to relate well with children and adults.	✓	
10. Work constructively as part of a team, understanding school role and responsibilities and your own position with these.	✓	
11. Good numeracy and IT skills.	✓	
12. Keyboard and computer skills.	✓	
13. Participate in development and training opportunities.	✓	
14. Ability to relate well with children and adults.	✓	
Attitude	✓	✓
15. Strong commitment to furthering equalities in both service delivery and employment practice.	✓	
16. Adaptable and Flexible: Embraces change; and adapts successfully to changing situations & environments. Can learn from things that don't go well and adapt. Willingness to try new things and new ways of doing things	✓	
17. Honesty and Integrity: although an integral part of all positions, this role involves a high level of transparency and the ability to work to high ethical standards/ strict financial regulations.	✓	
18. Hardworking, motivated and resilient.	✓	