



Information Pack

Business Administration Apprenticeship (Level 3)

JOB DESCRIPTION

Business Administration Apprenticeship

Reports to: Operations Director

Start date: ASAP

Salary: £10,000 per annum

Hours: 40 hours per week

Role Summary

We are seeking an energetic and enthusiastic individual to join the school administrative team as a Level 3 Business Administrator Apprentice.

The role will require you to meet the challenges of a fast moving school environment: providing assistance and solutions to all school related enquires in person and over the phone.

You will set high standards of customer service, be flexible, proactive and well organized. It is also essential that you enjoy working with children and take part in their safeguarding.

We partner with Skills Training UK to provide our Apprenticeships. During the apprenticeship the learner will have a dedicated Trainer Assessor who will visit them within the work place at least once per month in order to support their learning, development of competency and generation of evidence for a Portfolio. This will also be supported between visits by off-site information, advice, guidance and academic progress support. The Trainer Assessor will work with the learner and the employer in order to ensure that all learning needs are being met for both parties, in order to ensure successful progression against all elements of the apprenticeship.

Key Responsibilities

- ⇒ Meet and greet all visitors to school reception.
- ⇒ Meet the challenges of a fast moving school environment: providing assistance and solutions to all school related enquires in person and over the phone.
- ⇒ Responsible for the reception area—clean, tidy, well presented and engaging.
- ⇒ Answer the phone swiftly and professionally.
- ⇒ Filtering and managing calls.
- ⇒ Assisting with events - setting up and clearing away.
- ⇒ Assist with daily registers.
- ⇒ Provide administrative support to the finance team, processing invoices and parent payments.
- ⇒ Provide administrative support for the school office and teaching staff.
- ⇒ Support the pastoral care of pupils, particularly those that are vulnerable.
- ⇒ Align and uphold the Academy vision, standards of behaviour, discipline and exclusion policy.
- ⇒ Deal effectively and sensitively with child protection Issues.

PERSON SPECIFICATION

Qualifications

- ⇒ Qualified to GCSE or higher.
- ⇒ Qualified to work in the UK.

Key Skills and Experience

- ⇒ Prior customer services experience essential.
- ⇒ Good ICT skills.
- ⇒ A team player
- ⇒ Proactive, solution driven and have attention to detail.
- ⇒ Conscientious, reliable and able to maintain confidentiality.
- ⇒ Flexible and 'can do' attitude.
- ⇒ Approachable, professional and have a fun personality.

We are looking for evidence of the following skills and attributes and / or clear, demonstrable capacity to develop them.

Alignment with Reach Academy's vision

- ⇒ Relentless drive to do whatever it takes to ensure all students succeed; and

The courage and conviction to make a difference.

Communication skills

- ⇒ The ability to listen and communicate effectively (written and orally);
- ⇒ Empathy and the ability to understand the needs, aspirations and motivation of diverse individuals; and
- ⇒ The ability to influence and motivate others.

Innovation

- ⇒ A willingness to learn from mistakes;
- ⇒ Ability to give and receive honest feedback; and
- ⇒ Constant deep reflection which leads to personal growth.

Problem solving

- ⇒ Develop plans with innovative and effective solutions; and
- ⇒ Evaluate results and identify necessary actions independently and in groups.

Resilience

- ⇒ Sustain energy, optimism and motivation in the face of pressure and setbacks;
- ⇒ Support a team and be aware of others' resilience in different situations;
- ⇒ Be adaptable in the face of adversity.

Results and learning orientation

- ⇒ Awareness of own strengths and limits; and
- ⇒ Resourcefulness, flexibility and focus on delivering outcomes.

Other

- ⇒ This post is subject to an enhanced Criminal Records Bureau disclosure.



Safer recruitment process

Reach Academy is committed to safeguarding and promoting the welfare of children and young people.

In order to meet this responsibility all candidates will be subjected to a rigorous selection process to discourage and screen out unsuitable applicants. This process is outlined below. Please do not hesitate to contact the school if further detail is required.

Disclosure This post is classified as having substantial access to children, and appointment is subject to an enhanced police check of previous criminal convictions (CRB). Applicants are required, before appointment, to disclose any conviction, caution or binding over including 'spent convictions' under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar individuals from employment – this will depend upon the nature of the offence(s) and when they occurred. **Short listing** Short listing will occur after ASAP with interviews taking place in the following 2 week period. **Interview** Candidates will be subject to an in-depth, in-person interview and assessment, along with a telephone interview in some circumstances. At each stage of the process candidates will be asked to address any discrepancies, anomalies or gaps in their application form or arising from information gained at the previous stage of the recruitment process. **Reference checking** References from the previous and current employers will be taken up for shortlisted candidates, possibly before interview, and where necessary employers may be contacted to gather further information or address any discrepancies, anomalies or gaps in the reference provided. **Probation** All new staff will be subject to a probation period (which may, in certain circumstances, be extended by up to 10 weeks). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which they have been employed. It provides Reach Academy with the opportunity to monitor and review the performance of new staff in relation to various areas, but also in terms of their commitment to safeguarding and relationships with pupils. **Equal Opportunities** Reach Academy is dedicated to providing equal opportunities and will monitor the recruitment process rigorously to ensure fair access and opportunity for all.

If you require assistance in reading this information or in completing the application form, please contact recruitment@reachacademyfeltham.org.uk.