



Willow Vale School

Job Description

Job Title: Business Administrator Apprentice (Level 3)

Location: Willow Vale School (PRU) – working across all Taunton sites

Responsible To: Office Manager

Salary: Apprentice rate in line with Apprenticeship Funding and National Apprenticeship Wage requirements

Contract: Fixed-term Apprenticeship Agreement (18 months approximately) leading to a Level 3 Business Administrator Apprenticeship qualification.

Driving Requirement

Due to the requirement to support administrative functions across multiple Willow Vale School sites in Taunton, candidates **must hold a full UK driving licence and have access to a vehicle for work purposes.**

Job Purpose

Willow Vale School is seeking a motivated, professional and enthusiastic **Business Administrator Apprentice** to join our talented administration team and wider school community.

This role offers an excellent opportunity for someone seeking a new career in administration, or someone wishing to build upon existing experience while gaining a nationally recognised **Level 3 Business Administrator qualification.**

As one of the first points of contact for visitors, families, professionals and stakeholders, you will often be the face of the school and play an important role in creating a positive and welcoming experience. The successful candidate will develop a broad range of business administration skills while supporting the daily operations of a busy and rewarding educational environment.

Working alongside experienced colleagues, you will receive high-quality support, mentoring and training, enabling you to develop the professionalism, confidence and technical skills required for a successful career in business administration.

Main Duties and Responsibilities

Administration Support
• Provide efficient administrative support to Willow Vale School and associated sites.



• Assist with the reception function, welcoming visitors and ensuring safeguarding procedures are followed.
• Answer telephone calls, take messages and respond to enquiries in a professional manner.
• Manage incoming and outgoing correspondence, including emails and post.
• Produce letters, reports, meeting documents and other school communications.
• Maintain accurate records, databases and filing systems.
• Support pupil administration processes in accordance with school procedures.
• Assist with the organisation of meetings, training events and school activities.
• Order and maintain office supplies and resources as required.
• Support the administration of attendance, admissions and pupil information systems where appropriate.

Customer Service and Communication
• Develop positive working relationships with pupils, parents/carers, staff and external agencies.
• Communicate professionally with internal and external stakeholders.
• Demonstrate excellent interpersonal skills when dealing with enquiries or concerns.
• Promote the vision, values and aims of Willow Vale School and the Bower Learning Partnership.
• Act as a positive ambassador for the school at all times

Business and Operational Support
• Contribute towards the smooth running of school operations.
• Assist with administrative processes that improve efficiency and effectiveness.
• Support compliance with school policies and procedures.
• Participate in projects and initiatives that enhance administrative systems and services.
• Use technology and management information systems effectively to support the work of the school.

Apprenticeship Learning
• Complete all requirements of the Level 3 Business Administrator Apprenticeship programme. This qualification develops: ○ Professional behaviours. ○ Interpersonal and communication skills. ○ Decision-making skills. ○ Organisational and planning skills. ○ Understanding of business operations and efficiency. ○ Portfolio-building and evidence gathering for End Point Assessment.
• Attend apprenticeship training sessions and reviews as required.
• Demonstrate commitment to continuous professional development.
• Apply learning from the apprenticeship programme within the workplace.



Safeguarding Statement

The Bower Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be subject to pre-employment checks, including an enhanced DBS check, online screening and satisfactory references in line with Keeping Children Safe in Education guidance.