



# Business Operations Administrator Apprenticeship

**St. Michael's C of E Academy, Nursery &  
Children & Family Centre**  
Hazel Grove,  
Bedworth  
CV12 9DA

**Candidate Information**

*Together, pursuing life in all its fullness*

# Business Operations Administrator Apprenticeship

## About the Role

The Trust is looking to appoint an inspirational and highly effective Business Operations Administrator Apprenticeship who is committed to supporting St. Michael's Children & Family Centre to provide excellent services for the children, young people and their families within the community.

In return we can offer:

- A support network of professional colleagues
- A strong culture of professional development
- The opportunity to be part of an aspirational organization and contribute to its development and growth plans
- We are offering an actual salary of £13,140 per annum (FTE £15,434)
- Hours Mon-Fri 31.5 hours per week, all year round

## Applications

Thank you for your interest in this post. Interested candidates are welcome to speak to us for more information about this fantastic opportunity. Please contact Annie Maurik, our Community Coordinator directly on [annie.maurik@stmichaels.covmat.org](mailto:annie.maurik@stmichaels.covmat.org) or Stacy Donnelly on [stacy.donnelly@stmichaels.covmat.org](mailto:stacy.donnelly@stmichaels.covmat.org) for an informal discussion about the post. Visits to the Children and Family Centre are warmly welcomed.

**Please note the closing date for applications is Wednesday 22<sup>nd</sup> July 2026.** Please apply through My New Term's online application process.

We welcome all applications regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race religion and belief, sex and sexual orientation.

**Interviews will take place on Tuesday 28<sup>th</sup> July 2026**

# Job Description

## **SERVICE OBJECTIVES**

St. Michael's Children and Family Centre provides services that support the improvement of outcomes for children and young people aged 0-19 (25 SEND) and their families with a particular focus from conception until the age of 2.

## **BROAD DESCRIPTION**

The Business Operations Administrator Apprenticeship programme will help develop key skills in areas such as communication, problem solving, attention to detail, technology, organisation and time management relevant to the business. You will learn about multiple IT packages and systems, how to produce accurate records and documents, and makes recommendations for improvements and present solutions to management.

The Business Operations Administrator Apprenticeship will provide full receptionist services, administration and communication support as well as community outreach to promote the Children and Family Centre (CFC). Work is governed by established processes and procedures and is delegated by the Community Coordinator in order to meet the priorities of the CFC.

## **ACCOUNTABILITIES**

The post holder will be line managed and is accountable to the Children & Family Centre Community Coordinator.

## **MAIN RESPONSIBILITIES**

### **Responsibilities for others**

The post has some impact on the well-being of individuals or groups (i.e. physical, mental, social, health and safety).

### **Responsibility for staff**

The post has no or limited direct responsibility for supervising other staff though may be expected to demonstrate tasks or advise and guide new employees, work experience or students.

### **Responsibility for finance**

The post has some responsibility for financial resources including handling small amounts of cash and card payments.

### **Responsibility for physical resources**

The post has some direct responsibility for physical resources involving ensuring that confidential and accurate records are maintained in line with GDPR.

## **MAIN ACTIVITIES**

### **Reception**

Undertake reception duties to ensure the reception service is welcoming, secure and efficient by:

- Dealing with and signposting enquiries appropriately.

- Administration of reception – security, deliveries, appointment bookings, dealing with telephone enquiries, taking messages and passing on as appropriate.

### **Office Duties**

Including:

- Processing incoming and outgoing mail.
- Inputting and retrieving CFC data on to Synergy as directed by the Community Coordinator.
- Undertake routine office duties and use a range of computer software to maintain and generate documents to meet the business needs of the CFC.

### **Communication**

To support the internal and external communication of the CFC by:

- Promotion of Children and Family Centre and partner services through the relevant digital means.
- Support to implement communications projects and strategies under the supervision of the Community Coordinator.
- Monitoring and responding to enquiries coming in via the Children & Family Centre email address.

### **GENERAL**

- Ensure the implementation of policies and procedures that support St. Michael's and safeguard and promote the welfare of children.
- Evaluate office systems and contribute to the improvement of processes.
- To develop and maintain good relationships with partner organisations to support children, young people and families.
- To work flexibly across the CFC to meet the needs of the community.
- To contribute to staff meeting and undertake training and development as agreed with the line manager.

### **SUPPORTING THE WORK OF THE MULTI ACADEMY TRUST**

As part of the Diocese of Coventry Multi Academy Trust, the Children and Family Centre Manager will be expected to develop and maintain strong, positive relationships with colleagues in the Multi Academy Trust and wider community.

### **STRENGTHENING THE COMMUNITY**

Leaders should work collaboratively at both strategic and operational levels with parents and carers and across multiple agencies for the well-being of all children.

**This will include:**

- Creating and promoting positive strategies for challenging harassment of any kind.
- Collaborating with other agencies to provide activities to support the academic, spiritual, moral, social, emotional and cultural well-being of children and their families
- Creating and maintaining an effective partnership with parents and carers, (including those who may be described as 'hard to reach', those with learning disabilities and those for whom

English is an additional language), to support and improve outcomes for children and families.

## **SAFEGUARDING CHILDREN AND SAFER RECRUITMENT**

Our Trust 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 candidate will be required to undertake an enhanced criminal record check via the DBS. Further information about the Disclosure and Barring Service is available from the DBS website at: [Disclosure and Barring Service - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/organisations/disclosure-and-barring-service)

**The Trust will ensure that:**

- The policies and procedures relating to safeguarding and safer recruitment are fully implemented and followed by all staff.
- Sufficient resources and time are allocated to enable the designated person and other staff to discharge their responsibilities in relation to safeguarding, including taking part in strategy discussions and other inter-agency meetings and contributing to the assessment of children.
- All staff and volunteers feel able to raise concerns about poor or unsafe practice in regard to children, and that such concerns are addressed sensitively and effectively in a timely manner in accordance with agreed whistle blowing practices.

## **DATA PROTECTION**

The post holder must meet the requirements of the General Data Protection Regulation Act 2018 at all times, especially concerning confidentiality, treatment of personal information and records management.

## **ADDITIONAL DETAILS**

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Staff will be expected to comply with all Trust policies and procedures and any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. This job description will be reviewed annually, and the Chief Executive reserves the right to alter the content of this job description, after consultation with the post-holder, to reflect changes to the job or services provided, without altering the general character or level of responsibility.

# Person Specification

		Measured By				
		Essential	Desirable	Application	Interview Process	References
<b>Personal Qualities, Qualifications and Experience</b>						
<b>Qualifications and Experience</b>						
1	Minimum GCSE Level 4 or above or equivalent in English and Math	✓		✓		
2	Commitment to undertake further work-related training		✓	✓		
<b>Professional Experience and Knowledge</b>						
1	Knowledge and experience of working within a busy office environment		✓	✓	✓	✓
2.	Experience of working within a community setting		✓	✓	✓	✓
3	Have a good knowledge of safeguarding		✓	✓	✓	
4	Experience of using IT and digital platforms	✓		✓	✓	
<b>Skills and Abilities</b>						
1	Ability to develop and maintain good relationships with service users, team members and professionals that access CFC		✓	✓	✓	
2.	Ability to use administrative and word processing software competently and have excellent organisational skills	✓		✓	✓	
3.	Ability to use initiative and work as part of a team	✓		✓	✓	
4.	Ability to deal with conflict in a professional manner		✓	✓	✓	
5	Undertake training as part of the Business Operations and Administrator Apprenticeship delivered by LMP Education	✓		✓		
<b>Personal Qualities</b>						
1.	Effective verbal and written skills	✓		✓	✓	
2.	Be able to maintain confidentiality at all times	✓		✓	✓	
3.	Maintains exceptional standards of attendance and timekeeping.	✓		✓	✓	✓
4.	Be able to demonstrate a commitment to the workplace and personal and professional development	✓		✓	✓	

I (**name**) hereby confirm that I have received a copy of the Job Description for the post of the Business Operations Administrator Apprenticeship.

Signed .....

Date .....

