

TRUST ADMINISTRATOR (APPRENTICE)

JOB DESCRIPTION

Job Title

Trust Administrator (Apprentice)

Directorate

Central Team

Responsible to

Chief Executive Officer

Apprenticeship Standard

Level 3 Business Administrator

Job Purpose

The Trust Administrator (Apprentice) will provide professional administrative support to the Chief Executive Officer (CEO), Senior Leadership Team and Central Services Team, whilst undertaking a structured Level 3 Business Administrator Apprenticeship.

Working alongside experienced colleagues, the postholder will develop the knowledge, skills and behaviours required to become an effective business administrator within a Multi Academy Trust. The role offers the opportunity to gain practical experience across a range of business functions including Executive Administration, Governance, Human Resources, Communications, Estates and Compliance, whilst completing the nationally recognised apprenticeship standard.

The apprentice will receive comprehensive training, coaching and mentoring throughout the programme and will progressively take on greater responsibility as their knowledge, confidence and competence develop.

The postholder will contribute to delivering an efficient, professional and customer-focused administrative service that supports the Trust's strategic priorities and enables academies to provide the very best education for children and young people.

Key Accountabilities

Executive Support to the Chief Executive Officer

Working under the guidance of the Chief Executive Officer and other senior colleagues, the postholder will develop the knowledge and skills required to provide high-quality executive administrative support.

Responsibilities will include:

- Providing confidential administrative support to the Chief Executive Officer whilst developing an understanding of executive administration.
- Supporting the effective organisation of the CEO's diary, arranging meetings, appointments and events, ensuring priorities are managed appropriately with guidance where required.

- Acting as a professional first point of contact on behalf of the CEO, responding to telephone calls, emails and enquiries in a courteous, timely and confidential manner.
- Assisting with the preparation of agendas, briefing papers, reports, presentations, correspondence and other documentation using Microsoft Office 365.
- Learning to produce accurate meeting minutes, action logs and follow-up documentation for meetings attended by the CEO and Senior Leadership Team.
- Supporting the monitoring and tracking of actions arising from meetings to ensure agreed deadlines are met.
- Assisting with travel arrangements, accommodation bookings, hospitality and meeting logistics.
- Supporting the preparation and coordination of Board and Committee documentation.
- Maintaining confidential electronic and paper filing systems in accordance with Trust procedures and data protection requirements.
- Assisting with academy onboarding, conversion and Trust development projects through effective administrative coordination.
- Collecting, collating and presenting information requested by senior leaders.
- Supporting basic financial administration, including the raising of purchase orders and processing of administrative requests in accordance with Trust procedures.
- Assisting with the ordering and management of office supplies and equipment.
- Contributing ideas that improve administrative systems, digital processes and ways of working across the Trust.

Throughout the apprenticeship the postholder will progressively develop the confidence to undertake these responsibilities with increasing independence, supported by regular supervision and mentoring.

Senior Leadership Team Support

In addition to supporting the Chief Executive Officer, the apprentice will provide administrative support to members of the Trust Senior Leadership Team, receiving appropriate guidance and training.

Responsibilities include:

- Supporting Directors and senior leaders with diary management, meeting arrangements and administrative tasks.
- Assisting with the preparation of reports, presentations, meeting papers and correspondence.
- Maintaining accurate electronic records and filing systems.
- Providing administrative support during periods of increased workload across Central Services.
- Assisting with Trust-wide projects and strategic initiatives.

- Developing an understanding of how different Central Team functions contribute to the successful operation of the Trust.

Reception and Front of House

The apprentice will contribute to providing a professional and welcoming reception service, ensuring all visitors receive an excellent first impression of the Trust.

Responsibilities include:

- Greeting visitors, contractors and external stakeholders in a professional and friendly manner.
- Responding to telephone and email enquiries and directing requests to the appropriate colleague.
- Supporting visitor sign-in procedures and ensuring safeguarding and security processes are followed.
- Assisting with meeting room bookings, visitor hospitality and event preparation.
- Helping maintain a safe, organised and welcoming reception environment.
- Receiving, sorting and distributing incoming post and deliveries.
- Providing administrative support to the Central Team during quieter reception periods.

This aspect of the role will provide the apprentice with valuable experience in customer service, communication and professional business administration.

Communications, Marketing and Digital Content

Working alongside colleagues across the Trust, the apprentice will develop skills in professional communication and digital administration.

Responsibilities include:

- Assisting with the preparation and publication of Trust communications, newsletters and promotional materials.
- Supporting the creation of engaging content for the Trust website and social media platforms in line with the Trust's branding and communication standards.
- Learning how to use digital communication tools to celebrate Trust achievements and promote key events.
- Assisting with maintaining accurate and up-to-date information across digital platforms.
- Monitoring digital communication channels and escalating enquiries where appropriate.
- Producing professional documents, reports, presentations and promotional materials using Microsoft Office 365 and other approved software.
- Developing an understanding of effective internal and external communications within a Multi Academy Trust.

Event Management

Working alongside experienced colleagues, the apprentice will develop the knowledge and skills required to support the planning, organisation and delivery of Trust meetings, events and professional learning activities.

Responsibilities include:

- Assisting with the organisation and administration of Trust meetings, conferences, training events and professional development activities.
- Supporting the booking of venues, meeting rooms, catering, hospitality and associated logistics.
- Preparing meeting papers, delegate packs, presentations and other event materials.
- Managing attendee invitations, registrations and responses.
- Providing administrative support during Trust events, ensuring delegates and visitors receive a professional and welcoming experience.
- Assisting with collecting feedback following events to support continuous improvement.
- Developing an understanding of effective event planning, project coordination and customer service within a professional organisation.

Governance and Compliance

Working alongside the Director of Governance & Compliance and other members of the Central Team, the apprentice will gain an understanding of governance arrangements and statutory compliance within an Academy Trust.

Responsibilities include:

- Providing administrative support to governance and compliance activities across the Trust.
- Assisting with the preparation and organisation of governance documentation, reports and meeting papers.
- Supporting the maintenance of governance records and electronic filing systems.
- Assisting with maintaining the Trust website to ensure statutory information remains accurate and up to date.
- Supporting the maintenance of the Trust's Central Single Central Record (SCR), receiving appropriate training in safer recruitment requirements.
- Developing an understanding of statutory guidance including Keeping Children Safe in Education (KCSIE), the Academy Trust Handbook, GDPR and other relevant legislation.
- Assisting with compliance monitoring and reporting activities across the Trust.
- Learning the importance of confidentiality, accuracy and attention to detail when handling governance documentation.

People (Human Resources)

Working alongside the Director of People and HR colleagues, the apprentice will gain practical experience of Human Resources administration within a Multi Academy Trust.

Responsibilities include:

- Providing professional and efficient administrative support to the HR function.
- Assisting with the preparation of recruitment correspondence, contracts of employment, contract variations and other HR documentation.
- Learning how to maintain accurate employee records using the Trust's HR Management Information System (EveryHR).
- Supporting recruitment campaigns, interview administration and onboarding activities.
- Assisting with safer recruitment administration and pre-employment checks under appropriate supervision.
- Supporting the production of workforce reports and management information.
- Developing an understanding of employment legislation, confidentiality and GDPR requirements within Human Resources.
- Providing excellent customer service when supporting colleagues, applicants and external agencies.

The apprentice will receive full training in HR systems, policies and procedures and will progressively develop an understanding of people administration within the education sector.

Estates and Facilities

Working alongside the Director of Estates & Facilities, the apprentice will gain experience of the administrative processes that support the effective management of Trust buildings and statutory compliance.

Responsibilities include:

- Providing administrative support to the Estates and Facilities Team.
- Assisting with maintaining compliance records within Every Compliance and other Trust systems.
- Supporting the administration of statutory inspections, servicing schedules and maintenance records.
- Assisting with the preparation of compliance reports and communications to academies.
- Maintaining accurate electronic records relating to health and safety, estates compliance and contractor documentation.
- Liaising with academies and contractors to obtain information and documentation as required.

- Developing an understanding of health and safety legislation and statutory compliance within education settings.

Full training will be provided to enable the apprentice to understand the systems and processes used to manage estates compliance across the Trust.

Learning and Professional Development

As part of the apprenticeship programme, the postholder will be expected to actively participate in learning and professional development opportunities to successfully complete the Level 3 Business Administrator Apprenticeship.

Responsibilities include:

- Working towards successful completion of the Level 3 Business Administrator Apprenticeship Standard.
- Participating fully in off-the-job learning, workshops, coaching sessions and reviews required by the apprenticeship provider.
- Applying learning from the apprenticeship to everyday work activities.
- Developing knowledge, skills and behaviours across all aspects of business administration.
- Taking responsibility for personal learning and seeking opportunities to continually develop professional knowledge and skills.
- Working constructively with mentors, managers and colleagues to support professional development.
- Building confidence and competence to undertake increasingly complex administrative responsibilities throughout the apprenticeship.
- Maintaining an apprenticeship portfolio and completing all required assessments within agreed timescales.

The Trust is committed to supporting the apprentice throughout the programme by providing structured supervision, mentoring and opportunities to gain experience across a range of professional business functions.

General Responsibilities

The postholder will:

- Demonstrate the Trust's vision, values and behaviours in all aspects of their work.
- Maintain the highest standards of professionalism, integrity and confidentiality.
- Develop positive and effective working relationships with colleagues, academies, Trustees, governors, parents, contractors and external partners.
- Provide excellent customer service and contribute to a positive experience for all stakeholders.
- Work flexibly across the Trust to support changing priorities and organisational requirements.

- Comply with all Trust policies, procedures and statutory requirements, including safeguarding, health and safety, equality, diversity, GDPR and information security.
- Participate in regular supervision, performance reviews and professional development opportunities.
- Undertake any other duties that are appropriate to the grade of the post and support the successful operation of the Trust.

PERSON SPECIFICATION

This Person Specification outlines the essential and desirable criteria required to undertake the role of Trust Administrator (Apprentice). As this is an apprenticeship position, the Trust is seeking an individual with the enthusiasm, potential and commitment to develop the knowledge, skills and behaviours required to become a successful Business Administrator.

Successful candidates will receive comprehensive training, coaching and mentoring throughout the apprenticeship programme.

Candidates will be shortlisted against the criteria below.

Evidence

A = Application Form

I = Interview

R = Reference

Qualifications & Education

Criteria	Essential	Desirable	Evidence
GCSE Grade 4/C or above (or equivalent) in English and Mathematics, or willingness to achieve these as part of the apprenticeship where applicable	✓		A
Good general standard of education	✓		A
Level 2 Business Administration, Customer Service or similar qualification		✓	A
Experience of volunteering, work experience or part-time employment in an office or customer service environment		✓	A

Knowledge & Experience

The successful candidate is **not expected to have experience in all aspects of the role**. Full training will be provided throughout the apprenticeship.

Criteria	Essential	Desirable	Evidence
Good IT skills and confidence using Microsoft Office applications or a willingness to learn	✓		A / I
Ability to communicate clearly in writing and verbally	✓		A / I
Awareness of the importance of confidentiality	✓		A / I
Experience of working in an office, school, retail, hospitality or customer service environment		✓	A / I
Experience of using Microsoft Office 365 (Word, Excel, Outlook, Teams and PowerPoint)		✓	A / I
Experience of supporting meetings, diary management or general administration		✓	A / I
Experience of producing professional documents or presentations		✓	A / I
Awareness of social media, websites or digital communications		✓	A / I
Awareness of safeguarding, GDPR or data protection principles		✓	A / I
Awareness of the education sector or Multi Academy Trusts		✓	A / I

Skills & Personal Attributes

Criteria	Essential	Desirable	Evidence
Excellent organisational skills and attention to detail	✓		A / I / R
Ability to plan and prioritise work with guidance and support	✓		A / I / R
Excellent written and verbal communication skills	✓		A / I / R
Friendly, professional and approachable manner	✓		A / I / R
Ability to build positive working relationships with a wide range of people	✓		A / I / R

Criteria	Essential	Desirable	Evidence
Ability to work effectively as part of a team whilst developing confidence to work independently	✓		A / I / R
Willingness to learn new systems, technologies and ways of working	✓		A / I / R
Ability to maintain confidentiality and deal appropriately with sensitive information	✓		A / I / R
Positive attitude and commitment to delivering excellent customer service	✓		A / I / R
Ability to use initiative whilst recognising when advice or support should be sought	✓		A / I / R
Interest in developing a career in business administration	✓		A / I
Creative approach to solving problems and improving administrative processes		✓	A / I

Values & Behaviours

The successful candidate will demonstrate behaviours consistent with the Trust's values.

Criteria	Essential	Desirable	Evidence
Commitment to the Trust's vision, values and strategic objectives	✓		A / I / R
Commitment to safeguarding and promoting the welfare of children and young people	✓		A / I / R
Commitment to equality, diversity and inclusion	✓		A / I / R
Professional, reliable and trustworthy	✓		A / I / R
Positive attitude towards learning and continuous professional development	✓		A / I / R
Commitment to successfully completing the Level 3 Business Administrator Apprenticeship	✓		A / I

Other Requirements

Criteria	Essential	Desirable	Evidence
Willingness to travel between Trust academies when required	✓		A / I
Flexible approach to working hours to support occasional meetings and Trust events	✓		A / I
Willingness to undertake training and professional development relevant to the role	✓		A / I / R
Commitment to maintaining confidentiality and complying with GDPR requirements	✓		A / I / R
Eligibility to undertake a Level 3 Business Administrator Apprenticeship	✓		A