



Apprentice School Administrator

Recruitment Pack



MAT EXCELLENCE
AWARDS

WINNER 2025



Civic partnership of the year

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MAT EXCELLENCE
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WINNER 2024



Wellbeing trust of the year

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About ASSET Education

ASSET is an Education Trust comprising 16 primary schools in and around Ipswich and north-east Suffolk. ASSET is a very special trust and, from the very beginning, we have wanted to tackle social injustice and inequality in education, giving every child the opportunity to be successful and fulfilled in their lives. Our children are our future and we want them to be the best they can be, to have confidence and a sense of service, to be empowered to make our world a more compassionate and sustainable place.

Our people are at the heart of what we do; we support one another valuing connections and relationships because we believe that when people are cared for, learning happens and humans flourish. The Complete Human Strategy looks at 6 dimensions of working life and gives staff a structured approach to collectively and individually influence their work environment and access the support they need.

We support everyone in the Trust to enjoy success, happiness, confidence and fulfilment, and to have excellent physical and mental health. Our CHS framework provides us with a practical pathway to achieving this, and is based on the 6 fundamental pillars of wellbeing.

■ **Structure & Stability**

★ **Expertise**

✚ **Positivity**

❤ **Relationships & Communication**

📍 **Place**

⌚ **Time Well Spent**



"Our unique model not only improves wellbeing for adults and children, but also provides a step-by-step toolkit to implement in any school, workplace or social setting"

Sarah Orves, Director of Wellbeing



Apprentice School Administrator

Overview

To work as part of the team to help ensure the smooth running of administration support within the school office.

This post requires a good knowledge of organisation, policies and procedures and will include ad hoc duties requiring initiative.

The post holder will organise their own workload and will be expected to respond to unanticipated problems and situations.

The post will report to the a member of the School Senior Leadership Team/School Business Manager/Senior Administrator

Duties

Examples of the role and responsibility of a similar level may be undertaken and are not excluded simply because they are not itemised.

1. First Point of Contact

- Act as a friendly and professional first point of contact for visitors and carry out security and safeguarding procedures, ensuring that all visitors sign in and out and are issued with ID badges.
- Notify appropriate member(s) of staff of the arrival of visitors. Ensure that visitors do not enter the main school building without an escort, unless this has been authorised by the person they are visiting. Ensure appropriate safeguarding / risk assessment checks are in place.
- Act as the central information and communication point with regard to queries and requests for information from parents and other individuals / organisations.
- Control pupils' signing in and out during school hours
- Take delivery of items. Arrange for return of items as requested
- Make, receive and redirect telephone calls, including voicemail and email communications. Take messages and ensure that these are passed on as quickly as possible.
- Add events to the school calendar.



Duties Continued...

2. Finance

- Receive and process monies and issue of receipts in accordance with procedures.
- Support the Business Manager to chase late orders.
- Ensure the proper collection, reconciliation and banking of any monies received by the school in accordance with the schools' procedures.
- Operate the schools' system and procedures with regard to school meals, including collecting money / chasing debts and promoting the uptake of free school meals. Inform the Business Manager and Headteacher promptly in the event of prolonged and / or persistent non-payment.
- Assist the Business Manager in other financial duties and processes as required

3. Office Administration

- Open general incoming post and communications to the school's generic email. Forward named correspondence and email messages to the addressee. Deal with routine general items and refer more complex issues as appropriate.
- Manage and update the school diary including:
 - School trips, visits and other events
 - Governors' meetings
 - School lettings
 - Parents' evenings
 - Staff meetings
 - Contractors' visits
 - Visits by LA representatives and other external agencies
 - Visits by prospective parents
- Assist with the administration the school's pupil registration process including:
 - Recording pupil attendance information in accordance with the school's systems and procedures;
 - First day calling
 - Notifying the Business Manager / Headteacher in the event of unexplained pupil absence if contact cannot be made with parents / carers
- Provide an administrative support service to the Catering staff including:
 - Numbers for school meals / packed lunches
 - Reconciliation of dinner money received to uptake of meals using the school MIS system
 - Taking delivery of provisions as instructed
- Assist with administration of trips and visits, school clubs and other activities. Receive, check and record monies in relation to school trips and miscellaneous income in accordance with the schools' procedures. Book transport as required.
- Despatch information to parents / carers in accordance with agreed deadlines including:
 - Annual pupil information update forms
 - Home / School agreements
 - Letters
 - Information regarding trips / visits / school events
 - Other items as requested by the Headteacher, Business Manager or other members of the Teaching staff.
 - Update communication platforms - website, Facebook and school apps

Duties Continued...

- Assist with administration of trips and visits, school clubs and other activities. Assist in provision of an administrative service for pupil admissions / transfers i.e:
 - Prepare induction packs as required.
 - Liaise with previous / future schools to arrange transfer of pupil records.
 - Enter information into the Arbor system in accordance with the schools' procedures.
 - Assist in the maintenance, store and transfer pupil records as requested by the Business Manager or Headteacher.
 - Assist with year end archiving.
- Assist with the administrative arrangements and procedures with regard to after school clubs and other activities.
- Assist in preparation, editing and distribution of the school newsletter, prospectus and policies.
- Assist with the preparation of routine reports using the Trust and schools' systems and procedures, as directed by the Business Manager/Office Manager.

4. General administration

- Liaise with staff colleagues across the Trust to:
 - Exchange information
 - Share ideas and best practice
 - Co-ordinate activities and systems wherever appropriate
 - Avoid duplication of tasks and activities wherever possible
 - Maximise opportunities to increase efficiency and reduce costs
 - Promote and strengthen good working relationships
- Monitor stocks of office stationery and other supplies and replenish stocks as required in accordance with agreed stock levels and procedures.
- Assist with day-to-day management of lost property.
- Actively contribute to and promote the overall ethos / work aims of the School.
- Attend and participate in staff meetings as required, and at School INSET development days.
- Participate in training and other learning activities and performance development as required.
- Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with parents / staff colleagues and all visitors to the school.
- Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the school's business at all times.
- Act as an ambassador for the school within the local community and beyond, ensuring that the ethos of the school is promoted and supported at all times.
- Undertake any reasonable tasks as requested which fall within the scope of the job.

5. Safeguarding

The School is committed to safeguarding and promoting the welfare of children and young persons at all times. The post holder, under the guidance of the Headteacher will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the school's Safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

Duties Continued...

6. General

- Actively contribute to and promote the overall ethos / work aims of the school.
- Participate in training and other learning activities and performance development as required.
- Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with parents / staff colleagues and all visitors to the school.
- Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the school's business at all times.
- Undertake any other reasonable tasks and responsibilities as requested by the Headteacher and governors which fall within the scope of the post.
- To monitor and update the school online calendar.
- To assist with the preparation and maintenance of the manual and computerised pupil data records including attendance details.
- To keep up to date with school visits
- To assist with the school census returns.
- To assist with the administration of first aid to pupils as required, in keeping with school's policy.
- To liaise with parents regarding pupils' sickness/injury.
- To assist with visits from the school nurse, dentist etc.
- To assist with the general welfare of pupils.
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy.
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects staff to share in this commitment.

This job description is neither exclusive nor exhaustive, but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

The duties listed above are examples of duties at this level and other duties of a similar level/nature may be undertaken by individuals and are not excluded simply because they are not itemised.



Person Specification

Criteria	Person Profile	Essential	Desirable
Technical or specialist	Relevant qualification, degree or equivalent knowledge	✓	
	Computer literate with high level keyboard skills.	✓	
	Demonstrable experience in a range of office/financial procedures.	✓	
Literacy and numeracy	Ability to use school's computerised financial management system		✓
	Literacy needed for maintaining records and producing a range of correspondence.	✓	
Organisational	Ability to work to deadlines	✓	
	Knowledge of basic health and safety responsibilities		✓
	Ability to work accurately with attention to detail	✓	
	Able to prioritise and manage own deadlines.	✓	
	Good understanding of school structure.		✓
	Knowledge of policies and procedures, e.g. sickness and absence records procedure.		✓
Interpersonal & Communications skills	Make and receive telephone calls, answer queries or refer to line managers as required.	✓	
	Deal with email queries appropriately and efficiently	✓	
	Ability to maintain appropriate level of confidentiality	✓	
	Make & receive telephone calls, referring on complex and technical queries	✓	
	Excellent communication skills with staff at all levels providing information	✓	
Level of autonomy	The post holder will be expected to make day-to-day decisions about own workload	✓	
	May include semi-routine tasks requiring some initiative.	✓	
	The work is covered by guidelines and procedures.	✓	

Application

If you are interested in this role with ASSET Education please apply through MyNewTerm outlining how you meet the requirements of the person specification, and how your experience could enable us to bring our vision to life.

Interview Process:

Shortlisted candidates will be invited to attend an interview and all communication with details will be provided through My New Term.

