

JOB DESCRIPTION

Employment Details	
Job Title	HR Administrator and Trust Receptionist -Level 3 Business Administration Apprenticeship
Reports to	Training & HR Admin Lead
Salary Band	National Apprenticeship Range 1-3

Safeguarding Commitment:

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We therefore expect all staff and volunteers to work to and within school policies and procedures, including safeguarding, child protection and health and safety.

This post is subject to satisfactory references which will be requested prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical clearance, evidence of qualifications and verification of the right to work in the UK.

Purpose of the Role
To provide an effective and efficient front of house support to central colleagues across the Federation with responsibility for meeting and greeting guests/visitors, keeping front of house tidy and organised, receiving post, helping to organise room bookings, assisting with placing orders. To support the HR Team with general HR administration duties

Responsibilities
Reception Duties • Maintain a tidy, professional, and welcoming front desk environment. • Greet and welcome all visitors, ensuring they are signed in and issued the correct visitor badges. • Answer incoming calls and direct them appropriately, or take and relay messages as needed. • Receive, sort, and distribute incoming mail and packages. • Prepare outgoing mail, including drafting correspondence and securing parcels. • Keep accurate records and files up to date, both digitally and physically. • Monitor and order office supplies when needed, raising Purchase Orders as appropriate. • Ensure meeting rooms bookings are approved in a timely manner and are appropriately prepared for visitors. • Provide general administrative support, including scanning, filing, and assisting with onboarding paperwork for new hires. • Carry out other administrative tasks as assigned, such as booking travel or managing schedules. People Administration Support • Assist with maintaining and updating HR systems and employee records. • Provide administrative support to the People Team, including drafting letters, compiling information packs, and preparing documentation. • Ensure HR filing (digital and paper) is consistently up to date and well-organised. • Monitor shared HR inboxes, responding to or escalating queries in a timely and professional manner.

- Assist in training bookings and associated administration, as directed by the Training and Apprenticeships Lead.
- Assist in keeping the Trust DSL register up to date.
- Producing and distributing ID badges and cards as appropriate for new starters and providing schools with appropriate visitor badges as required.
- Assist the recruitment team in processing online checks as required.
- Assist the team with raising Purchase Orders for invoices and orders.

Level 3 Business Administration Apprenticeship

This role combines the responsibilities of HR Administrator and Trust Receptionist with the opportunity to undertake a Level 3 Business Administration Apprenticeship.

The apprenticeship is designed to develop the knowledge, skills and behaviours required to succeed in a professional administrative role. Areas of learning include communication and stakeholder engagement, organisational awareness, digital and information management, project support, business processes, professional behaviours, problem solving and continuous improvement. The programme enables the post holder to develop the skills required to provide high-quality administrative and customer service support across the Trust.

The post holder will receive dedicated support from a Learning Coach throughout the programme, together with workplace mentoring, coaching and guidance from colleagues within the Trust to support both their apprenticeship studies and professional development.

In line with Education and Skills Funding Agency (ESFA) apprenticeship requirements, the post holder will be allocated 6 hours per week of protected Off-the-Job Training within their normal working hours. Off-the-Job Training may include taught sessions, workshops, project work, research, reflective learning, coaching meetings and other activities that support the development of the knowledge, skills and behaviours required by the apprenticeship standard.

Successful completion of the programme will lead to achievement of the Level 3 Business Administrator Apprenticeship Standard, providing a nationally recognised qualification and a strong foundation for future career progression within the administration and HR sector.

Additional Duties and Responsibilities

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The post holder will respect the need for confidentiality at all times while performing this role.

The post holder must at all times carry out their responsibilities with due regard to Trust policy and arrangements for Health and Safety at Work.

All staff within The White Horse Federation will be expected to accept reasonable flexibility in working arrangements and the allocation of duties to reflect the changing roles and responsibilities.

Safe Working Practices with Children

It is the responsibility of each employee to carry out their duties in line with The White Horse Federation's ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

General Data Protection Regulations

The post holder is required to comply with GDPR regulations and to maintain awareness of Trust policies and procedures in this area. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

Equality and Diversity

There is a requirement for the post holder to promote the equality and diversity agenda within their own role and areas of responsibility and across the department. In fulfilling the requirements set out in this job description, the post holder will apply The White Horse Federation's commitment to equality by treating all employees fairly and without discrimination.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post. The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being processed. Any review will be carried out in consultation with the post holder before any changes are implemented.

Developed by:		Issue Date:	
Post Holder signature:		Signature Date:	

PERSON SPECIFICATION

Qualifications and Training	
Essential	Desirable
GCSE (or equivalent) qualifications – minimum 4 in English and Maths.	Administrative Support qualification, or willing to work towards
Skills and Experience	
Essential	Desirable
- Microsoft Office and Outlook - Good organisational skills - Excellent attention to detail - Excellent communication / people skills	- Managing shared inboxes - Experience of working in educational settings - Office administration experience - Reception/ Front-of-house experience - Experience of supporting in a HR admin role
Specialist Knowledge	
Essential	Desirable
	- Working with HR systems - Understanding of the education system
Personal Traits	
The successful candidate will:	
- Appreciate the differences between people regardless of ability or background and treat peoples' values, beliefs, cultures and lifestyles with respect and dignity at all times. - Understand the boundaries of appropriate behavior when working with children and young people and always act in a way that respects these boundaries. - Understand the principles of confidentiality and adhere to them in respect to the information available within the workplace. - Have values that align with the ethos and culture of The White Horse Federation.	