

## JOB DESCRIPTION

| Employment Details |                          |
|--------------------|--------------------------|
| Job Title          | Apprentice Administrator |
| Reports to         | Office Manager           |
| Salary Band        | Apprentice PayScale      |

### 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  |
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| <p>To support the effective day-to-day administration of the school while developing the knowledge, skills and behaviours required to become a competent administrator. The post holder will provide administrative, reception and clerical support, ensuring a professional service is delivered to pupils, parents, staff and visitors.</p> <p>Whilst in this role we will support you with a business admin apprenticeship (level to be discussed at interview)</p> |

| Responsibilities   |
|--|
| <p><b>Key Responsibilities</b></p> <p><b>Reception and Customer Service</b></p> <ul style="list-style-type: none"> <li>• Undertake front-line reception duties, answering routine telephone, email and face-to-face enquiries.</li> <li>• Act as the first point of contact for visitors, pupils, parents and external stakeholders, ensuring a welcoming and professional service.</li> <li>• Deal sensitively and professionally with pupils and parents, including those who may be experiencing emotional or challenging situations.</li> <li>• Maintain positive working relationships with pupils, parents and staff.</li> </ul> <p><b>Administrative Support</b></p> <ul style="list-style-type: none"> <li>• Provide general administrative support to the school, including photocopying, filing, scanning, emailing and completing routine forms.</li> <li>• Maintain accurate records and filing systems, both electronic and paper based.</li> <li>• Update databases and school systems in a timely and accurate manner.</li> <li>• Prepare documents, reports and correspondence as required.</li> <li>• Manage incoming and outgoing post, deliveries and electronic communications.</li> <li>• Act as a runner for messages and communications across the school where required.</li> </ul> <p><b>Pupil Administration</b></p> <ul style="list-style-type: none"> <li>• Assist in maintaining pupil records, ensuring information is accurate, up to date and stored confidentially.</li> <li>• Support the administration of admissions and pre-admissions processes, including processing relevant forms and documentation.</li> </ul> |

- Assist with attendance and registers in line with school procedures and the requirements of the Attendance Officer.

#### **Welfare and First Aid**

- Administer first aid and medication, where trained and authorised to do so.
- Support the care of sick or injured pupils, liaising appropriately with parents, carers and staff.

#### **Learning and Development**

- Work towards the successful completion of the apprenticeship programme, applying learning within the workplace.
- Develop knowledge of administrative systems, processes and school procedures.
- Participate in training, reviews and development activities as required.

#### **Safeguarding and Compliance**

- Adhere to all school policies and procedures, including health and safety, data protection and confidentiality requirements.
- Report any safeguarding concerns immediately to the Designated Safeguarding Lead, Assistant Principal or Principal in accordance with safeguarding procedures.
- Promote and safeguard the welfare of children and young people at all times.

Undertake any other reasonable administrative duties, projects or tasks as directed by the Line Manager, Deputy Headteacher or Headteacher to support the effective operation of the school.

#### **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 teamwork 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 always respect the need for confidentiality while performing this role.

The post holder must always 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.*

|                               |  |                        |  |
|-------------------------------|--|------------------------|--|
| <b>Developed by:</b>          |  | <b>Issue Date:</b>     |  |
| <b>Post Holder signature:</b> |  | <b>Signature Date:</b> |  |

## PERSON SPECIFICATION

| Qualifications and Training   |   |
|---|---|
| Essential   | Desirable   |
| <ul style="list-style-type: none"> <li>GCSEs (or equivalent) in English and Mathematics, or willingness to work towards required qualifications as part of the apprenticeship programme.</li> </ul>   |   |
| Skills and Experience   |   |
| Essential   | Desirable   |
| <ul style="list-style-type: none"> <li>Good verbal and written communication skills.</li> <li>Ability to build positive relationships with pupils, parents, staff and visitors.</li> <li>Basic IT skills, including email and Microsoft Office applications, or willingness to learn.</li> <li>Good attention to detail and accuracy.</li> <li>Ability to organise and prioritise tasks with support.</li> <li>Ability to work effectively as part of a team.</li> <li>Ability to maintain confidentiality and handle sensitive information appropriately.</li> <li>Evidence of commitment to learning and personal development.</li> </ul> | <ul style="list-style-type: none"> <li>Experience in an office or work environment</li> <li>Ability to use initiative and work independently when appropriate.</li> <li>Experience of using databases, record-keeping systems or school management systems.</li> <li>Customer service skills.</li> <li>Previous experience in an administrative, customer service or office environment.</li> <li>Experience of volunteering, work experience or community involvement.</li> <li>Experience working with children and young people.</li> <li>Experience dealing with telephone, email or face-to-face enquiries.</li> <li>Experience working in a school or educational setting.</li> </ul> |
| Personal Traits   |   |
| Essential   | Desirable   |
| <ul style="list-style-type: none"> <li>Friendly, approachable and professional manner.</li> <li>Enthusiastic and willing to learn.</li> <li>Reliable, punctual and dependable.</li> <li>Positive attitude and willingness to support others.</li> <li>Organised and able to manage time effectively.</li> <li>Honest, trustworthy and respectful of confidentiality.</li> <li>Flexible and adaptable approach to work.</li> <li>Able to remain calm and professional when dealing with a range of situations.</li> <li>Commitment to safeguarding and promoting the welfare of children and young people.</li> </ul>                        | <ul style="list-style-type: none"> <li>Confident communicator with good interpersonal skills.</li> <li>Proactive approach to identifying and completing tasks.</li> <li>Confidence when interacting with a wide range of people.</li> <li>Interest in developing a career in administration or business support.</li> <li>Ability to quickly learn new systems and processes.</li> </ul>  |

### Personal Traits

The successful candidate will have:

- Appreciates the differences between people regardless of ability or background and treats peoples' values, beliefs, cultures and lifestyles with respect and dignity at all times.
- Understands the boundaries of appropriate behaviour when working with children and young people and always acts in a way that respects these boundaries.
- Understands the principles of confidentiality and adheres to them in respect to the information available within the workplace.
- Values align with the ethos and culture of The White Horse Federation.