

POST:	Administration Apprentice
RESPONSIBLE TO:	Attendance Manager
GRADE/LEVEL:	Apprentice
CORE PURPOSE:	To provide full administrative and operational support to the Student Support Receptionist and Attendance Manager covering all aspects of the administrative service required as directed by the Attendance Manager.
JOB DESCRIPTION:	The job description will be reviewed regularly to reflect, or anticipate changes to, the job commensurate with the salary and areas of responsibility.

Working within the Deep Support Directorate the post holder will:

- Support the implementation of the Academy's vision and values.
- Ensure that the Academy policies are promoted and adhered to.
- Contribute in the Academy to developing a learning culture with high expectations in a safe and secure learning environment.
- Foster effective relationships with parents/carers and students in the Academy

SPECIFIC RESPONSIBILITIES

- General administration duties as required.
- To respond to routine correspondence and enquiries from students, parents, staff, suppliers and other stakeholders.
- To deal with all student and visitor contact effectively, and courteously, in line with Academy Trust policies and procedures.
- To maintain manual and computerised systems including inputting data, keeping records, statistics, confidential and general filing systems as directed.
- To assist with the organisation of meetings and events, ensuring that all necessary arrangements are made.
- To contribute to setting up office procedures.
- To study towards and complete a Business Administration qualification.
- Any other appropriate duties under the direction of the line manager for the placement, applicable to the grade and qualifications of the post.
- To work within academy policies and procedures, including Pupil Behaviour Policy.
- To contribute to the provision of an effective environment for learning.

- To support the promotion of positive relationships with parents and outside agencies.
- To care for their own and other people's health and safety.
- To be aware of the confidential nature of issues and abide by the safeguarding policy.
- To undertake standard word-processing, presentation work, spreadsheet work and database input as required.
- To keep up to date with the school's requirements (policies and procedures).
- Liaise with line manager for additional duties required.
- Ensure both manager and work are informed if unable to attend college.
- To be committed to safeguarding and promoting the welfare of children and young people.
- To comply with Health and Safety requirements.
- To ensure that all registers are completed and maintained with complete accuracy on a daily basis.
- To communicate with parents/carers regarding attendance and keep records of calls and reasons for absence, offering support and challenge where appropriate.
- To send out appropriate correspondence to parents/ carers regarding absence and attendance, including processing student leave of absence requests.
- Liaise with the Attendance manager to help raise academy attendance and reduce persistent absence.
- To undertake late gate duty and register late students and/or those who leave the site during the academy day

Developing Self and Working with Others

- Take part in an annual staff performance review with line manager.
- To create and maintain good working relationships among all members of the Academy community.
- To promote appropriate personal and professional development of all staff in the Directorate, providing an example through their own development and practice.
- To set an example to students in work ethic, conduct, dress code, punctuality and attendance.

PERSON SPECIFICATION:

Qualifications	<ul style="list-style-type: none">• 5 GCSEs (or equivalent) grades A* - C, including Maths & English• Willing to work towards Administrative based qualification
Skills and Abilities	<ul style="list-style-type: none">• Excellent communication and administration skills• The ability to apply the principles of confidentiality and work within a highly confidential framework• To deal effectively by telephone, email and in person with a wide range of people• Good knowledge of using Microsoft Word, Excel and Outlook• Ability to work to deadlines and prioritise accordingly• Excellent attention to detail
Attributes and Qualities	<ul style="list-style-type: none">• An interest in working within education• Strong motivation and commitment to learn all aspects of the role and acquire new skills• Team Player• Self-motivated, well organised and able to work on initiative• Excellent interpersonal skills with a proven ability to build effective working relationships with colleagues and other key stakeholders• Flexible approach to duties and working arrangements• A commitment to working as part of the whole school team and supporting the vision and aims of the school

Name of Post Holder:	
Signature of Post Holder:	Date: