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|  | **POST TITLE:** | Business Administration Apprentice |
| 1. **2.**
 | **POST NUMBER:**  |  |
| 1. **3.**
 | **GRADE:** | Apprentice |
|  | **LOCATION:** | Westlea Primary School Seaham |

1. **RELEVANT TO THIS POST:**

**Term time only**

**DBS: This post is subject to Enhanced Disclosure**

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the designated workplace manager, and will be supported and mentored to develop in the role by the school.

The Business Administration Apprenticewill establish good working relationships with a range of internal and external colleagues and partners.

1. **DESCRIPTION OF ROLE:**

To develop skills to provide effective and efficient administrative support to help the school operate effectively and efficiently.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

**To build up the necessary skills to support the team and work proactively to support the team and school delivery by:**

* working effectively within the school office liaising appropriately with others, meeting deadlines, following supervisor’s instructions
* communicating effectively using telephone, e-mail, in writing and face to face following school procedures
* Using computer systems effectively to produce documents as required by the work placement area for example Excel, Word and Outlook.
* Using office equipment effectively such as photocopiers, telephone systems, computer equipment; collate and record information accurately
* Archiving documents in line with Durham County Council and legislative requirements
* Demonstrating a commitment to developing personal skills in accordance with the apprentice framework
* Meeting deadlines associated to progression through the full apprenticeship period
* Completing assignments/projects, which relate to the apprenticeship framework meeting target dates.
* **General/Corporate Responsibilities:**
* To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
* To partake in the school’s staff training and development policies as well as the system of performance appraisal
* To treat all information gathered, either electronically or manually, in a confidential manner. Working within Data Protection requirements and Information Sharing protocols.
* All employees are required to demonstrate a commitment when carrying out their duties, which promotes and values diversity and the equality of opportunity in relation to employees and service users, which is in line with the Council’s Equality & Diversity Policy.
* To ensure the highest standards of customer care are met at all times
* To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by management.

Variation may also occur to the duties and responsibilities without changing the general character of the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

 To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

 To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

 9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the School’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the School’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the School achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation, we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy, which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all, and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

 All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.