

**JOB DESCRIPTION**

**JOB TITLE:** Level 3 Business Administration Apprentice

**GRADE:** £6.50 p/h

**REPORTING TO:** School Administrator

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**ROLE OVERVIEW**

The Level 3 Business Administration Apprentice is based in the School Office working with a small team and is tasked to undertake a range of administrative duties in support of the academic staff and play an active role in support of all School activities as well as greeting and signing in visitors. They are the first point of contact both face to face and over the telephone, and will be proficient in dealing with sensitive issues from parents, the public and pupils. Opportunities to work across the Senior and Prep schools in other departments will be provided.

Training, supervision and guidance will be provided.

**KEY TASKS AND RESPONSIBILITIES**

* Receiving incoming calls, dealing with enquiries and forwarding calls to the relevant members of staff or taking messages.
* Distribution of incoming post to appropriate departments and staff.
* Collating all out-going post and maintaining the franking machine.
* Carry out general office reprographics; including photocopying, ring-binding, laminating, comb-binding, thermal-binding and guillotining.
* Carry out reception duties including dealing with enquiries, welcoming visitors, interview candidates and providing an excellent first impression of the School.
* Using the School database to process daily attendance, update school records where necessary and run daily reports.
* Administering the central e-mail point for the school, responding to enquiries, acknowledging where necessary and liaising with staff to answer any queries.
* Typing and administrative support for staff, including proof reading and formatting of letters for trips, checking for inaccuracies and following up with Staff in charge.
* Maintaining the pupil record files and updating accordingly.
* Replenishing photocopier consumables, logging service call requests and dealing with engineers once on site
* Dealing with pupils’ enquiries throughout the day.
* Using Schoolcomms for sending electronic mail and text notices to parents, pupils and staff where necessary, including the Friday Bulletin.
* Other general office duties as required.

**PERSON SPECIFICATION**

* + Acceptance to study for a Level 3 Business Administration apprenticeship with Cornwall College
  + Well presented, friendly and well spoken
  + Excellent interpersonal skills and the ability to work with a wide range of people
  + Excellent communication skills, both written and verbal with a high standard of English, spelling and grammar
  + Ability to understand and follow instructions
  + Ability to work to tight deadlines and changing priorities
  + Ability to work on own initiative, ask for help when needed and have a “can do” attitude
  + Ability to work flexibly as part of a busy small team
  + Good keyboard skills and computer literate in Microsoft packages
  + A desire to develop a career in Business Administration
  + Sensitive to the Methodist ethos and traditions of an independent School

**ADDITIONAL**

* Truro School is committed to safeguarding and promoting the welfare of children and young people, and expect all staff and volunteers to share this commitment and behave accordingly. Although there is no direct responsibility for children, this role will involve contact with children or young people.
* This Job Description sets out current duties of the post that may vary from time-to-time without changing the general character of the post or the level of responsibility entailed.

**Date reviewed: July 2019**

**Reviewed by: School Administrator**