



## NEW COLLEGE LEICESTER

### JUNIOR ADMIN APPRENTICE



#### JOB DESCRIPTION

<b>Job Title:</b>	Junior Admin Apprentice
<b>Hours:</b>	8.00 am – 4.00 pm Monday – Thursday, 8.00 am – 3.30 pm Friday: 37 hours per week, 39 weeks per year (Term-time only)
<b>Responsible to:</b>	Senior Admin Officer - Inclusion
<b>Job purpose:</b>	To provide comprehensive administrative support for the College.
<b>Future prospects:</b>	No automatic progression – will be dependent on vacancies within the college at the end of the apprenticeship and the progress made by the apprentice.
<b>Learning Provider Details:</b>	Train Together
<b>Occupational Area:</b>	Business Administration Level 3
<b>Duration of Course:</b>	18 months
<b>Major Objectives:</b>	<p>These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.</p> <ol style="list-style-type: none"><li>1. To ensure that allocated administrative, finance and clerical records and systems are maintained accurately and kept up to date.</li><li>2. To ensure that callers and visitors to the school are dealt with in a professional manner and that they or their queries are directed to the appropriate member of staff.</li><li>3. To ensure accuracy and confidentiality in dealing with requests and maintaining records.</li><li>4. To ensure that all allocated regular or scheduled administrative tasks and record updates are performed on time.</li><li>5. To ensure that all forms received and sent are complete, accurate and processed correctly.</li><li>6. To ensure that the school's standards of customer care are achieved.</li><li>7. To ensure that all publications produced comply with the school image.</li><li>8. To comply with the appropriate Government, Local Authority (LA) and the Schools policies, procedures and systems.</li><li>9. To follow the requisite procedures and legislation regarding confidential information, e.g. the Data Protection Act.</li><li>10. To be proactive in the implementation of the School's and LA's Equal Opportunities policy, Health &amp; Safety regulations and Environment Protection policies.</li></ol>

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the post holder's time.

1. Provides first level advice/information, face to face, on the telephone and in written formats, to parents, carers and other callers to the school.
2. Provides administrative and clerical support including analysing data, arranging meetings, taking minutes and distributing notes for professional meetings in the school.
3. Updates and maintains the relevant filing, clerical or computerised record systems, databases, spreadsheets etc and assists with the inventory management and stock ordering.
4. Keeps up to date with the relevant guides, procedures, forms, etc. used in the school.
5. Assists in organising events etc. and in accompanying groups of students/teachers.
6. To phone parents under instruction.
7. Acts as First Aider, maintains medical inventory, records, liaises with medical staff/authorities.

	<b>Specific tasks</b> <b>Plus additional administrative tasks that will be required from time to time</b> <b>This list is not exhaustive</b>
Objectives	To answer enquiries from callers and visitors and to signpost To provide basic admin support e.g.: filing, photocopying, word processing, dealing with the post etc. Typing: compiling letters; minutes of meetings, registers, etc Phones parents under instruction
Knowledge and Skills levels	Numeracy and literacy qualifications to NVQ level 2 e.g. GCSE grade C in English and Maths or demonstrable equivalent level of knowledge and aptitude Knowledge of using Microsoft Office Appreciative of the need for confidentiality when dealing with sensitive matters
Creativity required	Follows basic instructions Processes forms and ensures that records are updated Compiles letters; phones parents under instruction To prioritise with flexibility on adaptability to undertake tasks in a timely manner Updates and monitors student displays around the school
Contacts	Making phone calls on behalf of other staff Attends meetings to minute take Answers telephone and face to face enquiries when covering reception Takes messages or re-directs to the appropriate person Deals with students who are sick
Decision making	To prioritise on tasks given, to whom to escalate queries and problems Gives basic advice and decides most appropriate person to refer enquiries/queries
Resources used or managed	General office equipment e.g. filing systems, photocopiers, fax machines etc Manages stationery and supplies Establishes, maintains and develops appropriate resources for displays
Interruptions, conflicts and frequency	Reprioritise work in order to meet deadlines Unexpected and urgent demands Regular interruptions from telephone/reception enquiries
IT use	Uses word processing packages, schools information management system, E-mail & Internet
Working conditions	School based



# NEW COLLEGE LEICESTER



## ADMIN OFFICER

### PERSONAL SPECIFICATION

	<b>Job Requirements:</b> Essential (E) or Desirable(D)	<b>E/D</b>
<b>TRAINING AND EDUCATION</b>	<ul style="list-style-type: none"> <li>• A level of numeracy and literacy sufficient to carry out the duties of the post (GCSEs including English and Maths to C grade or above)</li> <li>• Experience of using Microsoft Office</li> </ul>	E E
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of using Education software e.g. SIMS</li> <li>• Experience of using Word Processing and Spreadsheets</li> <li>• Experience of dealing with the public both face to face and on the telephone</li> <li>• Experience of minute taking</li> </ul>	D E D D
<b>EQUAL OPPORTUNITY</b>	<ul style="list-style-type: none"> <li>• Must be able to recognise discrimination in its many forms and willing to put New College's equality policies into practice</li> </ul>	E
<b>OTHER SKILLS</b>	<ul style="list-style-type: none"> <li>• Ability to use initiative and undertake decisions</li> <li>• Willing and able to deal with people from a variety of backgrounds</li> <li>• Good communication skills at all levels</li> <li>• Accurate maintenance of various filing systems</li> <li>• Methodical and accurate approach to work</li> <li>• Work in a supportive team environment</li> <li>• Prioritise own workload to meet agreed deadlines</li> <li>• Work without constant direct supervision</li> <li>• Handle confidential information correctly</li> <li>• Be flexible, use initiative and be adaptable</li> <li>• Work accurately and flexibly under time pressure</li> <li>• Ability to respond calmly and positively under pressure</li> <li>• Sense of humour</li> </ul>	E E E E E E E E E E E E E
<b>OTHER CONDITIONS</b>	<ul style="list-style-type: none"> <li>• Willing and able to participate in further training for this post</li> <li>• Willing to take part in an ongoing process of personal development and review</li> <li>• Willing to take first aid training</li> </ul> <p><b>Must satisfy relevant pre-employment checks.</b> This post will involve contact with vulnerable groups (children, young people and/or adults) and is therefore exempt from the Rehabilitation of Offenders Act 1974 and subject to an Enhanced Criminal Records Bureau (CRB) Disclosure check. This exemption means that applicants for this post are required to declare all criminal convictions, cautions, reprimands and bind-overs both spent and unspent in their application, regardless of the passage of time.</p>	E E E