



Malbank School
& Sixth Form College

JOB TITLE	Business Administration Apprentice – Level 3	JOB REF NO	MALAP001
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JOB PURPOSE

To undertake general clerical and administrative duties.

This is a training role within our school admin team where the apprentice will work alongside colleagues to undertake a range of supervised duties (direct and indirect supervision.)

We are looking for a committed, hardworking and trustworthy individual to be part of our team.

Responsible to Office Supervisor.

1. MAIN RESPONSIBILITIES

	To undertake general clerical and administrative duties to support the admin team which includes;
•	Assisting with queries from students and staff.
•	Providing general clerical support including word processing, photocopying, filing, collation of information, distributing of mail etc. to ensure the efficient and timely provision of information.
•	Speaking to parents/carers on the telephone and face to face.
•	Providing First Aid to students and staff – First Aid training will be provided.
•	Scanning and photocopying.
•	Sending and receiving faxes, emails and letters.
•	Dealing with school trip income and any related queries.
•	Booking classrooms/ICT rooms.
•	Answering the telephone.
•	Entering data.

•	Undertaking any other duties as required to the post.
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2. KNOWLEDGE, TRAINING AND EXPERIENCE

	Essential	Desirable
Complete on and off the job training in line with your apprenticeship framework and attend college/study sessions if required.	X	
Complete all coursework by target dates and attend training activities if required.	X	
Work with an assessor/mentor to develop a work based portfolio.	X	
Undertake statutory and mandatory training as required.	X	
GCSEs in English and Maths at grade C or equivalent (i.e. at least a Grade 4.)	X	
Previous experience of working with people.		X

3. MENTAL SKILLS

What sort of situations/problems does the jobholder typically have to deal with? Give an example of typical problems solved on a regular basis.

Give details below of the mental skills required in the job and reasons why they are needed.

Example: Correspondence with colleagues – Job holder handles telephone calls and visits from staff regarding matters of administration and uses judgement in deciding how to resolve issue.

Mental Skill	Why Needed?
Fact finding and analysis	Gather information needed to complete a task.
Creative and development	
Judgment	Deciding on most appropriate way to complete a task.
Prioritisation and organisation	Reprioritising in unforeseen circumstances and organisation to ensure that all tasks are completed within time available.

4. INTERPERSONAL AND COMMUNICATION SKILLS ESSENTIAL FOR THE JOB

Skill	Used for?	With whom?
Written	<ul style="list-style-type: none"> Letters – need to check grammar, spelling and punctuation. Make notes and take down information re staff requirements. 	Parents, other schools, colleagues.
Oral skills –face to face and telephone Listening and questioning skills	<ul style="list-style-type: none"> Receiving instructions and obtaining any necessary clarification. Obtaining advice. Obtaining and giving information. Liaising with colleagues. 	Other organisations, other schools, colleagues, parents.

5. PHYSICAL SKILLS ESSENTIAL FOR THE JOB

Physical skill	Used for?	Any precision/speed requirements?
Keyboard skills	Typing letters and documents, inputting data- fundamental to role.	Accuracy required.

6. PHYSICAL DEMANDS

Physical Demand	Typical Duration	How often?	Other details (E.g. how heavy?)
Mainly sedentary job – sitting for prolonged periods at desk and using keyboard interspersed with movement around school to talk to staff.	Several hours.	Throughout working day.	
Stretching / bending / using stepladders to clear out cupboards for example.	An hour at a time.	Weekly on average.	
Carrying weighty study materials and books whilst replenishing and allocating.	Several minutes at a time.	Weekly.	Up to 10 kilos.

7. MENTAL DEMANDS OF THE JOB

Nature of task	Mental Demand	Duration	Frequency
Word processing, typing of letters, and other documents.	Concentration, awareness of need for accuracy and attention to detail, alert and aware.		Daily
Data entry.	Job holder has to be mentally alert and check the data for accuracy.		Daily
Clerical duties, photocopying, manual entry of information, filing, answering phone, extraction of information.	Awareness, alertness, accuracy, attention to detail, concentration.		Daily
Counting money received.	Concentration, attention to detail to ensure accuracy.	Up to one hour	Several times a week

8. WORKING CONDITIONS

In what kind of places does the jobholder normally work (e.g. office, library, gardens, and clients' homes)?

Location of work	Proportion of time
Normal office environment and around school site.	100%

9. SPECIAL REQUIREMENTS

Be able to attend apprenticeship training days if required (be able to travel to college/training provider location.)

NOT have already completed an Administration level 2, 3 or Apprenticeship.

A willingness to undertake further training if necessary.

Annual leave must be taken in the school holidays periods.