

JOB ROLE SUMMARY

Title:	Modern Apprentice - Business Support Assistant
Grade:	£7.55 per hour for 16-18 year olds or over 19s in their first year of the apprenticeship. The National Minimum Wage is paid for over 19s and have completed the first year of the apprenticeship.
Hours:	37 Hours. Term time + 5 days
Responsible to:	Office Manager / School Business Manager
Responsible For:	The postholder has little or no supervisory responsibility other than assisting in work familiarisation of other employees, including new employees
Purpose:	To assist in the management of an effective and efficient Administrative Office in an Education establishment

Main Duties and Responsibilities

To be responsible for reception duties including signing in of visitors, answering incoming telephone calls, dealing with requests and enquiries and taking messages as required in a friendly and professional manner.

Establish and maintain excellent relationships with pupils, parent/carers, staff and other professionals.

To provide general office skills including photocopying, filing, receipt/distribution of post; to receive and pass on messages accurately as required.

To work alongside other members of the Business Support team ensuring procedures are in place to provide efficiency in the school office

Other appropriate clerical duties to assist the Office Manager and other staff.

Using computer equipment for the input of data and the extraction of information as required in performing the duties of the post.

Keep the office and reception area organised and tidy.

Specialist Skills and Knowledge

Essential skills, knowledge and experience require to fulfil the role include, but are not limited to:

- Experience of working with computers, including with Microsoft Office suite of software
- Good communication skills both written and orally
- Experience of working in a busy environment and working under pressure

- Clear understanding of the apprenticeship programme and willing to undertake training equivalent to Level 3 in Business Administration

The Postholder's duties must be carried out in compliance with the school's policies and procedures including child protection procedures and the Council's Equal Opportunities Policy, Information Security Policies, Financial Regulations and Standing Orders, the Health and Safety at Work Act (1974), and subsequent health and safety legislation.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the Postholder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

Updated: September 2025