



Apprentice Business Support Administrator

Aspiring, confident, thirst for learning

Main Purpose of the Role

- To ensure a full and efficient administration service is provided to the school.

Key Responsibilities

- Manage the school's admin inbox, responding to routine enquiries, directing correspondence to relevant staff and ensuring timely follow-up of outstanding matters.
- Prepare, distribute and manage letters, emails and other communications to parents, ensuring information is accurate, clear and issued in a timely manner.
- Co-ordinate the administration of music tuition, including liaising with tutors, parents and students, managing timetables, maintaining records and supporting the organisation of performances and examinations.
- Assist with the updating of school handbooks, ensuring information is accurate, up to date and uploaded to the school website on an annual basis.
- Co-ordinate school transport administration, liaising with bus operators, parents and staff regarding routes, schedules, student lists and transport-related enquiries.
- Oversee the allocation and administration of student lockers, maintaining accurate records, coordinating locker assignments and changes and assisting with any locker-related enquiries or issues.
- Provide administrative support for school trips and educational visits.

- Maintain accurate and organised electronic and paper-based filing systems, ensuring records are accessible, up to date and managed in accordance with confidentiality and data protection requirements.
- Provide reception cover as required.

Support for the School

- To contribute to the overall ethos and aims of the Academy.
- To attend meetings and training exercises as directed by your Line Manager.
- To undertake personal development and improve own practice through training and other learning activities including performance management as required.
- To work as part of a team and support the role of other people within the team.
- To act as a role model and to be aware of and to respond appropriately to individual needs.
- To be aware of and comply with policies relating to child protection, health and safety, confidentiality and data protection, reporting all concerns to a nominated person.
- To provide administration support to the Academy as directed by your Line Manager.

Person Specification

Assessed by Application (A), Interview (I), Task (T) & Reference (R)

Area		Essential	Desirable	Assessment
Qualifications	• GCSE English and Maths at Grade C or 4, or above. • Willingness to undertake and successfully complete the relevant Business Administration apprenticeship qualification. • Commitment to learning and developing new skills within the workplace.	✓		A, I
Qualifications	• Previous completion of a relevant introductory course, qualification or training programme • Any additional IT or digital skills qualification.		✓	A, I
Experience	• Experience of communicating with others in person, by telephone, email or other digital channels.	✓		A, I, R
Experience	• Previous experience in an office, customer service, administration or business environment.		✓	A, I
Skills & Knowledge	• Good written and verbal communication skills. • Basic IT and digital skills, including the ability to use email and Microsoft Office applications.	✓		A, I, R
Personal Skills & Attributes	• Positive and enthusiastic approach to work and learning. • Reliable and punctual, with a professional attitude. • Organised and able to manage competing tasks.	✓		A, I, R