**Receptionist and Admin Apprentice Job Description**

We have the opportunity for a new level 2 Business Administration Apprentice to join our friendly team.

Supporting our current office staff and leadership Team, you will ensure all our visitors are greeted on arrival and deal with queries efficiently and effectively.

You will be supported and mentored in your role and work alongside our Academy Administrators providing clerical support, and manning the front reception.

Reception support will comprise of the following:

•Proficiently and competently use IT systems to produce accurate and time critical documents such as spreadsheets and correspondence.

•Communicate courteously and effectively with a wide range of stakeholders over the telephone, face

to face and in writing including via email.

•Maintain manual and computerised records/management information systems Including collating statistical information and preparing reports as required.

•General day-to-day queries

•Answering the telephone taking accurate messages and taking responsibility for following up on enquiries and queries and being the first point of contact for parents, visitors, staff and children.

•Clubs and activities correspondence and letters to parents.

•Signing and checking deliveries to the academy

•Filing of pupil correspondence.

•General clerical duties to support the office staff and teaching staff

•Dealing with queries and signposting

•Photocopying and collating documents

•Assist with the school's Asset Register ensuring it is up to date and maintained on a regular basis

•Attend all apprenticeship training and completion of all coursework by target date

To undertake any other duties commensurate to the grade of the post as the academy office is a busy working environment and requires applicants to have a versatile and positive approach.

Skills Required/Desirable:

•Able and willing to follow instruction and learn new tasks

•Able to work flexibly as part of a team

•Willing to learn and to take responsibility for their own development

•Willing to organise own workload

•Ability to adhere to the Academies policies and procedures.

•Able to attend work at the required times

•Commitment to completing the apprenticeship Person Specification:

•Able to communicate both written and orally, good attention to detail and to present information dearly and concisely

•General awareness and understanding of business functions Including organisational policies and procedures

• Ability to produce quality and accurate work in a timely manner

• Ability to work to instructions and ask appropriate questions for clarification where necessary

• Ability to initiate and maintain good working relationships with stakeholders at all levels

• Ability to use a range of IT Microsoft Packages

• Good Numeracy and Literacy Skills

• Self-motivated and positive attitude

• Commitment to learn and desire to study

• Flexible and positive approach

• Accountability and responsibility for own actions

• Ability to use own initiative