**School Name: Acklam Grange School**

**Post Title: Apprentice Level 3 Administration**

**Responsible to: Headteacher**

**Director of Corporate Services**

**Job Specification: Main Responsibilities of the post:**

To gain knowledge, skills and understanding of supporting teaching and learning to provide an efficient and professional service in supporting the whole school.

Contribute to the efficient and effective delivery of whole school administration, with focus on outstanding customer service standards. Provision of office/school support, contributing to a range of business administration disciplines working to professional quality standards.

**MAIN TASKS AND RESPONSIBILITIES:**

**Occupational skills:**

* Answering, receiving and directing telephone calls
* Responsive and reactive service provision
* Information and delivery of detailed communication/information sharing
* Storage, maintain, retrieving and updating computerised information systems
* Internal/External postal service, including recording and costing
* Stock control and deliveries provision
* Contribute to SMART working practices and procedures
* Wide range of general office processes i.e. typing documents, photocopying, laminating etc

**Personal and Professional Skills:**

* Customer service skills
* Time management skills
* Team work and professional relationships
* Work efficiency and own initiative skills
* A good range of literacy and numeracy (to GCSE level, or equivalent)
* Use of ICT for administration, e.g. typing and creating documents using a range of ICT systems (MS Office)

**Other duties commensurate with the grade of the post as required by the Director of Corporate Services**