**Administration – Level 1**

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| **Job Family** | Administration |
| **Level** | 1 |
| **Role Title** | Office Administrator - Apprentice |

**Role Profile**

**Administration**

* Provide administrative support such as photocopying, filing, faxing, completing routine forms.
* Deal with general enquiries either by telephone or face to face and sign in visitors.
* Open, sort and distribute incoming mail and post outgoing mail.
* Produce and respond to correspondence using templates.
* May be the first point of contact for sick pupils and liaise with parents/carers/staff.
* Assist with arrangements for school events and visits including hospitality.
* Contribute to the production of materials e.g. year books.

**Resources**

* Arrange orderly and secure storage of supplies.

**Systems, Policies and Procedures**

* Adherence to school administrative systems, policies and procedures.

**Team Involvement**

* May demonstrate administrative duties to new or less experienced staff.

**Building Professional Relationships**

* Communicates with other school staff as well as pupils, parents/carers, suppliers and visitors.

**Record Keeping and Information Management**

* Maintain manual and computerised records and management information systems.

**Problem Solving and Decision Making**

* Identifies straight forward solutions to simple problems and little close supervision is necessary.

**Knowledge, Skills and Experience**

* Some knowledge of administration and office systems and procedures equivalent to NVQ level 2.

**Physical Demands and Working Conditions**

* Normal physical effort with a mixture of sitting, walking and carrying minor loads.
* Work normally carried out in an office environment