



BORDESLEY MULTI ACADEMY TRUST

APPRENTICESHIP - CUSTOMER SERVICES, WITH BUSINESS ADMIN

Excellent opportunity for an enthusiastic person to gain excellent experience in a variety of job roles, including finance, data, reception, student enquiries, general office work, and much more.

You will have the benefit of:

- Achieving an NVQ in Business & Administration
- Excellent career prospects – on-going employment beyond apprenticeship duration is not guaranteed
- 25 days paid holidays per year (including the 8 public holiday)

The apprenticeship programme will last for 12-15 months and you will be based in the whole school workplace so you will gain some fantastic experience in all areas

Training through HWGTA normally comprises of five days per week in company with one day release on a fortnightly basis to our Training Centre at McKenzie Way, doing an appropriate course of study. A monthly monitoring visit in company will also take place, during which we make ourselves available for discussion about any special training that may be useful to you, and to identify and resolve problems if they arise.

Apprentices generally work towards an NVQ diploma their chosen vocational area. In addition, the training programme includes an optional 5-day team building residential course, usually held in April/May each year. Functional Skills qualifications may also need to be undertaken depending on prior qualifications and levels.

Working Week (Days and Hours)	Monday – Friday, 8.30am – 4.00pm (35 hours per week)
Weekly Wage	£4.85 per hour
Vacancy Type	Temporary, term time only
Expected Duration	12 - 15 months

To work in a supported learning environment to develop the skills and knowledge which will assist the apprentice to complete their qualification and secure employment and progress in their career in the future.

To work as part of the Administration Team in providing support services to colleagues.

MAIN DUTIES AND RESPONSIBILITIES

1. To undertake a development programme leading to a National Vocational Qualification as part of an apprenticeship
2. To actively participate in their own development plan which will be agreed with the line manager and the assessor from the training provider
3. To take part in meetings, supervision, training as requested by the line manager
4. As directed, undertake a work programme in the Administration and Finance department to develop practical skills and knowledge of administration duties, including (but not limited to):
 - Visitor Reception; dealing with face to face enquiries from visitors, staff and students, visitor management, overseeing Student Receptionists, dealing with deliveries, dealing with incoming and outgoing post , providing cover for full time receptionist when required
 - General Office/Student Support; switchboard, reprographics, staff and student enquiries, production of school documents, hospitality for visitors/meetings
 - Finance Office; dealing with cash, filing, raising purchase orders, processing invoices
 - In all tasks to use databases and information technology to carry out duties in the most efficient and effective manner

DESIRED SKILLS

- Good standard of spoken and written English
- Educated to at least good GCSE standard
- Good IT & keyboard skills
- Good verbal communication skills including telephone manner
- Reliable
- Punctual
- Ability to follow spoken and written instructions
- Willingness and ability to respond positively to feedback and constructive criticism
- Excellent organisational skills

DESIRED PERSONAL QUALITIES

- Sense of humour and positive, “can do” attitude
- Enthusiastic, committed to the work involved and completing the apprenticeship qualification
- Interest in pursuing a career in Administration / Business / Finance

DESIRED QUALIFICATIONS

- Good GCSE grades including English, Maths and IT
- Good A level grades
- Typing/word processing skills

To register interest in this apprenticeship, please complete the non-teaching application and return to HR@trinityhigh.net