

The Education People

NQT Induction Administration Apprentice

December 2020

Service: NQT Induction & Support

Grade: Apprentice Level 3

Reporting to: NQT Induction Manager

Purpose of Role:

To provide day-to-day clerical and administrative support for the NQT Induction Team, taking a proactive role in the team's day-to-day functioning, assisting in the smooth running of the office.

Please note: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Annex A: Main duties and responsibilities:

1. Answer the telephone confidently, assessing the nature of telephone calls, referring caller to the appropriate person ensuring at all times that customers are dealt with promptly in a polite, efficient and courteous manner. Monitor e-mails and telephone messages for the team. Ensure all information is processed in compliance with KCC's data protection and freedom of information protocols.
 2. Managing a central mailbox effectively, allocating tasks and taking responsibility for the prompt completion of your tasks.
 3. Maintain the NQT Manager database ensuring the information held on the system is accurate and up to date. Manipulate the data to create mailing lists for the newsletters and important updates sent to our schools throughout the year.
 4. Use Microsoft Office applications such as Word, Excel and PowerPoint to produce all types of word processing, simple spreadsheets and presentations, from handwritten and recorded sources, to defined standards of presentation, checking and amending documentation, to ensure it is free from errors prior to collation and dispatch.
 5. Maintain established user-friendly filing systems ensuring key documents have been received and that the storage and retrieval of documents is undertaken in a logical and consistent manner.
 6. Arrange and co-ordinate appointments and meetings on behalf of the Team, using Microsoft Outlook to manage diaries. Assist in the organisation of large gatherings such as meetings involving external colleagues and speakers by preparing support materials, dispatching relevant documents to ensure the whole process runs smoothly and any actions points are followed up at the end of each event.
 7. Book internal meeting rooms using relevant room booking systems, ensuring rooms are set up appropriately for each meeting and cleared after use, and refreshments are supplied as required. Greet visitors in reception, ensuring visitors sign in and out, and direct visitors to the appropriate meeting room in a courteous, prompt and efficient manner.
 8. Undertake administrative tasks, such as photocopying, fax transmissions, processing mail, maintain filing systems, maintaining office equipment and updating information.
 9. Attend a variety of meetings, producing timely and accurate action points thereafter. Attend any relevant training when the opportunity arises to further develop employability skills.
 10. Undertake the apprenticeship training including NVQ in Business Administration.
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Annex B: Person Specification

	MINIMUM
QUALIFICATIONS <i>(if essential)</i>	English GCSE grade A* - C or equivalent Mathematic GCSE grade A* - C or equivalent
EXPERIENCE	
SKILLS AND ABILITIES	<p>Good interpersonal skills with a confident telephone manner.</p> <p>Computer literate with good keyboard skills</p> <p>Good organisational skills</p> <p>Ability to prioritise and ensure completion tasks</p> <p>Ability to check for accuracy and to timescales</p> <p>Able to work as part of a team</p> <p>Able to use own initiative</p>
PERSONAL QUALITIES	<p>Customer friendly nature with a tactful, professional and flexible approach.</p> <p>Enthusiastic about learning new skills</p> <p>A 'can do' approach</p> <p>Shows tact and diplomacy in a variety of situations</p>
BEHAVIOURS	<p>Act with integrity, honesty and transparency, willing to learn and treating people fairly and with respect</p> <p>Work collaboratively to find new solutions that put the interests and wellbeing of Kent people first.</p> <p>Take personal and professional responsibility for your actions, performance and the council's money</p>

Annex C: Company Values and Expectations

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners.
- **Excellence:** We strive to excel in the delivery of high quality services that produce lasting outcomes: balancing pace, precision, practicality and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.