

JOB DESCRIPTION

Job Title:	Apprentice Administration Assistant
Grade:	_____
Immediate Supervisor:	HR and training Officer
Responsible to:	Chief Officer NST Board of Trustees.
Hours of Duty:	37.5 hours per week including 7.5hours for college/ study
Special Conditions of Service:	Ability to work on a flexible basis i.e. occasional weekends and evenings
Experience Required:	The post holder must be able to communicate effectively with people at all levels and have experience in administration, word processing, minute taking, filing, etc.
Purpose & Objectives:	To provide a range of administrative services to NST included above. To act as a reference point to members of the public; parents/carers and assist with any queries and provide information as necessary. To maintain organisational and individual confidentiality at all times.
Control of Resources:	To be responsible, alongside other NST staff for equipment and materials; ordering supplies and monitoring stock levels and the correct use and security of equipment.
Health & Safety Welfare:	To work in accordance with NST and Local Authority's Health and Safety and Welfare standards.
Organisational Structure:	Available on request

Principal Duties:

1. To provide administrative tasks including word processing and desk top publishing systems i.e. spreadsheets, databases and other computer based systems.
2. The effective provision of clerical services to the management team, including word processing and the backing up of files on a weekly basis. Opening and directing mail to appropriate staff and responsibility for despatch of mail, photocopying and general tasks. Answering the telephone, sending and receiving faxes and E-mail.
3. The undertaking of reception duties including visits and telephone enquiries by parents, visitors, contractors, representatives and others as necessary.
4. Responsibility for following the established office management procedures and systems.
5. To carry out other duties commensurate with the post of Apprentice Administration Assistant as and when necessary under the guidance of the administration assistant.
6. To carry out general administration duties e.g. maintaining filing, stationary etc.
7. To ensure members of the public/parents/carers are received and welcomed.
8. To receive and deal with phone calls

Secondary Duties:

1. To work flexibly in line with the requirements of the organization
2. To be concerned with the public relations and as far as possible, help maintain NST's image and standards.
3. To maintain close working relations with other organizations and bring to the attention of Management any issues associated with these relationships.
4. To participate in training as required by the post
5. To maintain User and the Organisations confidentiality at all times
7. To work in accordance with NST's Equality Policy.
8. To work in accordance with NST's Health and Safety Policy.
9. To support the Aims and Objectives of NST.

To work towards implementing the principles of Equality and Citizenship ensuring the following outcomes:-



- a) Choice – The provision of activities that will increase the choice to individuals.
- b) Community Presence – The provision of activities that will provide a more appropriate setting in which people with learning disabilities will have the opportunity to mix with non-disabled people in the community.
- c) Respect – The provision of activities that will give those attending the opportunity to experience time away from their family where they will be treated as adults.
- d) Competence – The service will enable people to lead a more interesting and rewarding life, where new skills and experience can be gained.
- e) Relationships – The services will enable people to meet a wider range of non-disabled people and to form valued relationships with both those attending and other people that will be met during the period of the programme.
- f) Carers – That the parents/carers of the people attending the scheme are confident that the person attending will be well cared for, safe and will enjoy themselves.

General Duties:

1. To ensure all visitors to the Centre are received and welcomed.
2. To be concerned with Public Relations and help maintain the Organisations image.
3. To participate in Training Programmes as appropriate.

Occasional Duties:

1. To undertake such other duties and responsibilities as may be determined from time to time by the management team in consultation with the post holder.

Job Description Agreed By:

Manager

Date

Employee

Date