



***Candidate Brochure  
Business Support Administration  
Apprentice***



**THE DEAN TRUST**  
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**SALARY:** Actual Salary £16,469  
National Minimum Wage Apprentice  
**START DATE:**  
September 2025  
**WORKING PATTERN:**  
36.25 per week, Term Time only  
(including INSET Days).  
**CONTRACT:**  
18/24 months Apprentice  
Programme  
**LOCATION:**  
Broadoak School  
**RESPONSIBLE FOR:**  
Business Support  
**ACCOUNTABLE TO:**  
Assistant Headteacher

# Business Support Administration Apprentice Job Summary

This role is an exciting opportunity to join the school's Pastoral team and play an important part in supporting pupils' wellbeing, attendance, and inclusion. As an apprentice, you will provide general administrative support to help the team run smoothly and ensure that pupils receive the care and support they need.

Your tasks will include keeping records up to date, helping with paperwork, answering phone calls or emails, and working with other staff to make sure information is shared with the right people. You'll also help the Pupil Welfare team by assisting with organising meetings, preparing simple reports, and helping to track support for pupils.

You'll learn how schools support pupils with different needs, including those who may need extra help to attend school regularly or feel safe and happy in school. This role will give you valuable experience in a school setting, and you'll be supported by experienced staff as you develop your skills.

*We are an Equal Opportunities employer committed to ensuring inclusion, diversity and equality of opportunity. We welcome applications from a diverse range of candidates including those from underrepresented groups, and/or with protected characteristics.*

*The Dean Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All post holders are subject to pre-employment safeguarding checks, including an enhanced Disclosure and Barring Check.*



# *Main Purpose of the Role*

The post holder will work within the Pastoral team as administrative support across all aspects of pupil attendance, welfare, and inclusion. This includes maintaining accurate records and coordinating general support.

Additionally, the post holder will assist in the coordination and administration of the Pupil Welfare team to ensure efficient and consistent support across the school.

## *Key Responsibilities*

### **Administrative Support**

- Maintain accurate and up-to-date pupil records relating to attendance, welfare, and inclusion.
- Input and manage data on the school's Management Information System (MIS) to support tracking and reporting.
- Produce and distribute reports, letters, and correspondence as required.
- Provide administrative support for meetings, including minute-taking, preparing agendas, and circulating relevant documentation.
- Assist with the monitoring of daily attendance, follow up on absences, and escalate concerns in line with school policy.
- Assist with the coordination of attendance interventions and liaise with relevant staff to ensure appropriate support is in place.
- Support the recording and monitoring of safeguarding and welfare concerns in line with the school's procedures.
- Assist as a first point of contact for parents and carers regarding attendance
- Support the organisation of meetings and communications with families to promote engagement and positive relationships.
- Draft and issue letters and reports to parents/carers related to attendance and inclusion.
- Provide administrative support to the Pupil Welfare Officer team, including diary management and coordination of activities.
- Ensure consistency in record-keeping and follow-up actions across the welfare team.



## General Duties

- Handle confidential information with sensitivity and professionalism.
- Adhere to safeguarding procedures and support the school's safeguarding culture.
- Undertake training and development relevant to the role
- Combine practical on the job training with theoretical learning and development
- Take responsibility for gathering and recording evidence for your Level 3 apprenticeship and key skills, and attending and training sessions or tests organised by your assessor
- Take an active part in appraising their own work against agreed priorities and targets in accordance with the Trust's performance management protocols
- Respond to enquiries in a positive and professional manner and to be focussed on achieving the desired outcome. This could be face-to-face, on the telephone or by email and with a wide range of external providers.
- Undertake any necessary training associated with the duties of the post
- Provide general administration support including data entry, internal and external communications and reception cover
- Ensure that communication within school is robust and timely, sharing information as appropriate with the correct school staff
- To ensure the confidential safekeeping of sensitive documents
- To ensure all information either verbally or written is kept confidential at all times
- To maintain files and records including recording on Bromcom

### ***All employees have the responsibility to:***

- Ensure any documentation produced is to a high standard and is in line with the brand style
- Be aware and comply with all policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person  
Participate in training and other learning activities as required
- Participate in the school's People Development Process
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate
- To represent the school/academy at events as appropriate
- To support and promote the school/academy ethos
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post
- To undertake any other reasonable duties at the request of the Executive Team and/or Headteacher

All post holders must comply with The Dean Trust professional standards. The job description will be reviewed as necessary and is subject to modification and amendment at any time after consultation with the post holder.

Whilst every effort has been made to explain the key responsibilities of this post, this job description is not intended to be exhaustive and every individual task undertaken may not be identified.

# Personal Specification

	Essential	Desirable
<b>Qualifications</b>		
GCSE Mathematics & English Language A*-C	✓	
Good IT skills	✓	
<b>Experience</b>		
Experience of using a range of software packages	✓	
<b>Skills and abilities</b>		
Good communication skills both verbal and written	✓	
Able to relate well to staff and pupils	✓	
Good organisational skills	✓	
Flexibility and ability to cope with a wide range of tasks in a busy and challenging environment	✓	
Ability to work as part of a team and also work alone and use own initiative	✓	
Good attendance record	✓	
Pleasant, outgoing manner	✓	
Enthusiastic and positive attitude	✓	
Excellent time-keeping	✓	
Neat and tidy appearance	✓	

# How to apply

If you would like to apply for this role  
Please apply through our online recruitment site, which is available via:  
[careers.thedeantrust.co.uk](https://careers.thedeantrust.co.uk)

Application Closing Date: 08.00am Monday 14<sup>th</sup> July 2025  
Interviews to take place: Thursday 17<sup>th</sup> July 2025

Any queries, please contact a member of the HR Team on 0161 973 1179  
press option 6 or via email at [recruitment@thedeantrust.co.uk](mailto:recruitment@thedeantrust.co.uk)

