



Diocese of Norwich Education Services Company (DoNESC)

Job Description

Job Title:	Business Administrator Apprenticeship Level 3
Hours of Duty:	37 ½ hours per week Monday – Friday (24 days holiday per annum, plus statutory bank holidays and discretionary Christmas holidays).
Salary scale:	£9.50 per hour
Office Location:	Orchard House, Hall Lane, East Tuddenham, NR20 3LR
Department:	DONESC Human Resources Department
Responsible to:	Head of Human Resources, PA to the DNEAT Executive Office

Key internal working relationships:

- Human Resources Manager
- HR Officer
- HR Administrator
- PA to the DNEAT Executive Office
- DNEAT Administration Officer
- Chief Executive Officers
- Senior staff's PAs
- Academies Group Executive Principals
- Head of Governance
- Academy conversion project managers
- School and academy leaders
- Diocesan Education department.

Key external working relationships:

- Local Authorities (Norfolk and Suffolk)
- Payroll provider
- Department for Education.



OUR VISION:

Immeasurably more than we can imagine!

Our passion and ambition are to see children in all our schools and academies achieve excellent educational outcomes alongside developing and growing into their potential as individuals. Our culture is one of high aspiration rooted in our Christian values. We have a desire to see Norfolk, and our schools in Northeast Suffolk, and its education system recognised as a place of aspiration, achievement and hope whether living in a rural area, coastal community, market town or the city of Norwich.

MAIN PURPOSE OF THE ROLE:

The Business Administration Apprentice will support the HR Team two days a week and two days per week supporting the Diocese of Norwich Education Academies Trust (DNEAT). Both teams are on the same site.

- To provide high standards of HR administration support to the HR Team, DoNESC, DNEAT, St Benet's MAT and the academies.
- To provide effective administration support to the central DNEAT team, working with the PA to the Executive Office, enabling them in turn to provide the best service to the Trust's academies. Contribute to a customer focused service culture that exceeds the expectations of customers and staff with a "can do" approach.
- To uphold our Christian values in all aspects of our work.

MAIN DUTIES:

Human Resources Administration

- Prepare HR documents, for example Employment Contracts and New Starter packs
- Collate HR data monthly
- Liaise with managers (including those in schools) to effectively support HR administration including day to day sickness and holiday recording
- Keep accurate and up to date HR records as directed (hard and electronic copy)
- Assist with the administration of central staff's payroll
- Participate in HR projects
- Administration preparation and support for staff recruitment processes (central staff and Headteachers)
- Supporting the administration of complaints, investigations, disciplinary hearings etc.



DNEAT Administration

- Provide ongoing office cover (in person/incoming email and telephone enquiries)
- Managing own and shared diaries/email inboxes
- Preparation, modification, and processing of documents including correspondence, reports, and emails
- Use/maintain electronic and hard copy filing system
- Meetings: Receive and direct visitors and clients as well as general hospitality and room bookings/organise meetings and support set up as required
- Support all aspects of DNEAT's Trust wide internal training events programme
- Involvement with the Trust's internal newsletter and website
- Be part of the admin team supporting the Academies Improvement Team (6 senior leaders) in all their work and wider projects.

Culture and ethos

- Proactively promote and demonstrate the Diocese's vision and values in all aspects of work.
- Challenge, motivate and empower others to set high aspirations and attain ambitious outcomes.
- Treat everyone as a valued individual who is loved by God.
- Promote and demonstrate a culture of continuous improvement which includes keeping abreast of educational developments and best management practice.
- Work collaboratively developing the concept of family across the Trusts and their academies.
- Ensure regular open and honest communication in all professional duties.
- Recognise the importance of serving the wider community and promoting inclusivity.

Undertake such other reasonable duties as may be required from time to time as are consistent with the responsibilities of the grade.

For further information regarding this post, please contact the Head of Human Resources, Jo Leach – jo.leach@donesc.org.

DoNESC is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. To this end, you may be required to undergo pre-employment checks. This post is also likely to come under the requirements of the Childcare (Disqualification) 2009 Regulations and the successful applicant will be required to complete a declaration form to establish whether they are disqualified under these regulations.



PERSON SPECIFICATION:

Essential Desirable

Qualifications and experience

Good basic level of education. 5 GCSE's including Maths and English	Yes	
Experienced in administration		Yes

Knowledge and skill

Strong IT skills, competent use of Microsoft Word, Excel, Outlook and PowerPoint programmes	Yes	
Up to date knowledge of current employment legislation		Yes
Experience using web-based databases		Yes
Exceptional written and oral communication skills	Yes	
Strong interpersonal skills, and the ability to deal with people at all levels including tact and diplomacy	Yes	
Very good attention to detail, accuracy and thoroughness in all aspects of work	Yes	
Ability to manage a high volume workload and respond effectively to changing priorities	Yes	
Ability to work to deadlines and stay calm under pressure	Yes	
Ability to develop effective administration and support systems	Yes	
Good record keeping skills and the ability to work methodically	Yes	
Discretion and an understanding of confidentiality issues	Yes	

Working within a team

Team player and good collaborative skills	Yes	
Flexible, adaptive and responsive to changing working needs	Yes	
Self-motivated and able to enthuse others in training	Yes	

Personal attributes

Calm and professional disposition	Yes	
Methodical and thorough approach to work	Yes	
Willingness to work flexible hours as and when required	Yes	
Able to work without detailed guidance and close support	Yes	
Supportive of the aims and purpose of the Church of England and the Diocese of Norwich	Yes	
Worshipping member of a Christian community		Yes

Availability

The job will require occasional attendance at events at a range of venues around Norfolk and Suffolk some on weekends, early mornings or late evenings. Notice will be given of these and time off in lieu is available.	Yes	
Has a full valid driving license and use of a car	Yes	

THIS JOB DESCRIPTION IS NOT AN EXHAUSTIVE DOCUMENT BUT IS A REFLECTION OF THE DUTIES AND RESPONSIBILITIES APPLICABLE AT THE TIME OF ISSUE. Details and emphasis are subject to amendment and revision in the light of the changing needs of the Diocese of Norwich Education Services. UPDATED – August 2021