Job Title Responsible to Responsible for

Key Internal Contacts Key External ContactsApprentice Personal Assistant

Senior Leadership Team / Executive Assistants

Executive Team. Senior Management Team, Department Heads and Managers, Administrative Staff

Pupils and Families, Partner Organisations and Service Providers, Government Agencies and Regulatory Bodies, Vendors and Suppliers, Professional Associations and Community Groups

Role Purpose:

The Apprentice Personal Assistant will provide effective administrative and project support to the executive team, reporting directly to the Executive Assistant (EA) to the CEO. This apprenticeship offers hands-on experience in a fast-paced business environment, allowing the apprentice to develop essential skills and knowledge for a successful career as a Personal Assistant. Under the mentorship of the EA, the apprentice will ensure efficient executive support, act as a key point of contact for communications, assist in project coordination, and maintain the highest standards of confidentiality and professionalism. This role offers valuable insights into executive operations and opportunities to contribute to strategic initiatives while building the competencies necessary for future advancement within the organisation.

**KEY TASK AREAS AND ACCOUNTABILITIES:**

* Provide comprehensive administrative support to the executive team, including managing calendars, scheduling meetings, and coordinating travel arrangements.
* Serve as a primary point of contact for internal and external communications, screen and prioritise emails, phone calls, and other inquiries.
* Prepare and maintain documents, reports, and presentations for meetings, ensuring accuracy and timeliness.
* Assist in the coordination and execution of various projects and initiatives, tracking progress and deadlines to ensure successful completion.
* Maintain confidentiality and accuracy of sensitive information, including personnel records, financial data, and strategic documents.
* Attend meetings, take minutes, and distribute action items as needed, ensuring effective follow-up and accountability.
* Assist in planning and organising company events and conferences including venue selection, catering arrangements and attendee communication.
* Anticipate challenges and proactively address issues, demonstrating resourcefulness and initiative in finding solutions.
* Work collaboratively with colleagues across departments and locations, fostering a culture of teamwork and mutual support.
* Ensure compliance with company policies, procedures, and regulatory requirements, always maintaining high ethical standards and professionalism.

**PERSON SPECIFICATION**

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| Experience | Essential | Desirable |
| * Experience in general office administration.
* Demonstrated ability to manage multiple tasks and priorities in a fast-paced environment, while maintaining a high level of accuracy and attention to detail.
* Experience supporting senior executives or leadership teams, with a strong understanding of organizational dynamics and business operations.
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| Skills | Essential | Desirable |
| * Excellent organisational and time management skills, with the ability to prioritise tasks effectively and meet deadlines.
* Strong communication skills, both written and verbal, with a professional and courteous demeanour.
* Proficiency in Microsoft Office Suite and other relevant software applications, with the ability to learn new systems quickly.
* Discretion and confidentiality in handling sensitive information, with a commitment to maintaining high ethical standards.
* Problem-solving skills, with the ability to anticipate challenges and proactively address issues as they arise.
* Collaboration and teamwork, with the ability to work effectively with colleagues across departments and locations.
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| Qualifications & Training | Essential | Desirable |
| * Educated to GCSE level or above; additional education or certification in office administration or related field would be advantageous.
* Familiarity with relevant regulatory requirements and industry standards, such as data protection regulations, may be advantageous.
* Ongoing professional development to stay current with best practices in executive assistance and administrative support.
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