

Job Title:	Business Administration Apprentice/Education Services Apprentice
Hours of Work :	Full Time (9am – 5pm, Monday to Friday)
Location:	Office Based
Reporting To:	Head of Education Services

Main Purpose of the Role:

We're looking for a motivated and organised Business Administration Apprentice to join our Education Services Team to provide administrative and operational support across the business. This will include day-to-day administrative support for all professional courses, support of the Senior Leadership Team and ensuring efficient management of school and business operations.

Key responsibilities include coordinating administrative tasks, maintaining accurate records, assisting with student enquiries, and supporting class scheduling and events. This apprenticeship offers hands-on experience in a dynamic educational environment while developing strong administrative, communication, and organisational skills.

Main Responsibilities:

- Working closely with all members of the Education Services team to provide support for operational and project work
- Support teams across the organisation and communicate effectively with internal and external stakeholders
- Contribute to smooth departmental operations by assisting with tasks, resolving issues, and working collaboratively
- Carry out daily administrative duties such as organising files, responding to enquiries, and maintaining accurate records
- Use software tools to manage information, update databases, and keep systems organised
- Draft emails, prepare documents, and support the creation of reports and other written communications
- Provide professional, helpful support to colleagues and stakeholders, offering solutions where needed
- Manage routine office tasks such as printing, scanning, and maintaining electronic and paper filing systems
- Develop skills in IT, communication, organisation, and time management through on-the-job learning
- Demonstrate flexibility, integrity, initiative, and a positive, proactive approach to work

General Responsibilities

- Provide professional, courteous, customer focused communication in person, by phone, or by email
- Act as a knowledgeable and welcoming point of contact for guests, clients, and colleagues
- Comply with all School policies and procedures, including Health & Safety, Child Protection, and guidelines on personal online profiles

What We're Looking For:

- Effective communication skills
- Good organisational skills
- Enthusiasm and an interest in learning, development and progression
- Strong attention to detail
- A proactive attitude
- Knowledge of MS suite
- A good level of numeracy and literacy

This position requires a Disclosure and Barring Service (DBS) check, which will reveal any unspent convictions. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances subject to Leiths' overriding obligation to protect the students in its charge and the safety of Leiths' staff.

All staff have a responsibility and duty of care to safeguard and promote the welfare of pupils. Staff must be aware of the systems within Leiths which support safeguarding and must act in accordance with the School's Safeguarding & Child Protection policy and Code of Conduct. Staff will receive appropriate child protection training which is regularly updated.