

Apprentice Customer Communications Officer
Apprentice Grade (£4.30ph from 1st April 2021, £8237 per annum in first year)
37 hours, 18mths Fixed Contract, All Year Round (would look at a Sept 2021 start for the right candidate)

This is an exciting time to join The Futures Trust. The Trust is passionate about building brighter futures for the young people who attend its schools, and is a rapidly growing and successful Multi Academy Trust driven by a set of compelling values:

- 1. Learners First** – teachers and leaders totally focused upon the educational benefit of our students
- 2. It's about learning** – students, teachers and leaders focused upon developing and improving their learning
- 3. No Barriers** – no excuses, only support to ensure students, teachers and leaders maximise their achievement

We are seeking to appoint an **Apprentice Customer Communications Officer** to work with the Operations Manager to ensure all students are able to achieve their best through providing efficient and effective administrative support to the school, with particular focus on School Reception and College administration.

You will be committed to ensure that students, parents and the local community hear our key messages and have an understanding of the key values of our school, to ensure that students make outstanding progress by removing barriers to learning.

You will have a good understanding of administration in an office environment and be able to communicate effectively both verbally and in writing with a range of audiences, whilst maintaining the highest levels of confidentiality and data security.

You will need to be highly organised and be able to prioritise and work well under pressure, with the ability to work to strict deadlines in a busy reactive environment exercising accurate attention to detail. Full training and support will be given and you will work towards a recognised NVQ qualification in either Customer Services or Business and Administration, depending on previous qualifications and experience, with Heart of England Training.

Employees of the Trust have access to:

- Supported professional development
- Career pathways across the Trust
- The Local Government Pension Scheme
- Competitive rates of pay
- Childcare Vouchers
- Occupational Health Services
- Online discount at retail, travel, theme park and other leisure providers
- 27 days annual leave rising to 32 days after 5 years' service
- Policies to support family and carer commitments

Closing date: 9am Friday 30th April 2021

Interviews: Week commencing Monday 10th May 2021

Please note that all applications must be completed online via the government apprenticeship website <https://www.findapprenticeship.service.gov.uk/apprenticeship/-591947> . We do not accept CV's.

President Kennedy School and The Futures Trust are committed to safeguarding and promoting the welfare of children and young people and require all staff and volunteers to share this commitment. The successful candidates for all positions will be subject to an enhanced DBS check.