

BUSINESS ADMINISTRATION APPRENTICE

Role Profile



Title	Business Administration Apprentice	
Grade	APPRENTICE LEVEL 3	
Reference:	N54I	
Reports to:	Team Manager	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	As an apprentice this post will operate and maintain, under supervision, a range of general clerical and administrative functions eg checking and processing documentation; dealing with queries; input onto computer systems, maintenance of filing systems, opening and distributing of mail and faxes.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Achieve qualification ▪ Learn new skills ▪ Gain knowledge and experience in the organisation/service area ▪ Successfully provide support to the team 	Role measures <ul style="list-style-type: none"> ▪ Passing exams ▪ Meet all objective in Annual Appraisal Review ▪ Good feedback from team members and customers
Key activities	<p>With direction the post will be required to:</p> <ul style="list-style-type: none"> ▪ Assist in dealing with queries from customer and colleagues (by telephone and in person); taking and relaying accurate messages as necessary ▪ Assist in checking and processing documentation (sometimes confidential) ▪ Assist in producing letters, emails and other documents ▪ Assist in maintaining manual filing systems, assist with stationery requirements, ensure stationery storage area is tidy and free from obstructions. Collect and open mail and faxes and distribute to appropriate staff. ▪ Assist with processing of basic financial information ▪ Assist with data input onto computer systems (full training to be given). ▪ To fully comply with the requirements of the apprenticeship programme, eg attendance at review meetings. ▪ General office duties such as scanning documents, photocopying, telephone enquiries, filing, archiving and assisting senior colleagues ▪ Undertake other duties appropriate to the grade of the post 	
Essential	<ul style="list-style-type: none"> ▪ 3 GCSE's A*- C/9-4 in English and Mathematics or equivalent 	

qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Knowledge of PC applications to include Microsoft Office and Excel ▪ Willingness to complete the qualifications which are part of the apprenticeship
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Good typing and keyboard skills ▪ Appreciation of the importance of confidentiality
Essential experience	<ul style="list-style-type: none"> ▪ Working towards deadlines ▪ Working as part of a team
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of using spreadsheets to collate information ▪ Good typing and keyboard skills
Essential skills	<ul style="list-style-type: none"> ▪ Good organisational skills ▪ Good communication skills ▪ Attention to detail
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	