

BUSINESS ADMINISTRATION APPRENTICE (NVQ2)

Role Profile



Title	Business Administration Apprentice (NVQ2)	
Grade	NVQ2	
Reference:	N672	
Reports to:	Various	
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 clerical and administrative functions which include, but are not limited to; checking and processing documentation, dealing with queries, inputting onto computer systems, maintaining filing systems, opening and distributing mail.	
Key accountabilities and key measures	Role outcomes Fully comply with the requirements of the apprenticeship programme (100%)	Role measures Attendance at review meetings, meeting set objectives and goals
Key activities	- Assist in dealing with queries from customers and colleagues (by telephone and in person) and taking and relaying accurate messages as necessary (30%) - Assist in checking and processing documentation that is sometimes confidential (10%) - Assist in producing letters, e-mails and other documents (15%) - 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 distribute to appropriate staff. (5%) - Assist with data input onto computer systems (full training to be given). (20%) - To fully comply with the requirements of the apprenticeship programme, including attendance at review meetings (20%)	
Essential qualifications/ knowledge	- GCSE A* - C in English and Mathematics or equivalent - Understanding of the importance of confidentiality including the Data Protection Act - Knowledge of using PC applications to include Microsoft Office and Excel - Willingness to complete the qualifications which are part of the apprenticeship	

Essential experience	▪ Experience of working as part of a team ▪ Experience of working towards deadlines
Desirable experience	▪ Good typing and keyboard skills
Essential skills	▪ Good communication skills and willingness to undertake vocational experience ▪ Willingness to communicate basic information to team members and managers ▪ Time and task management skills ▪ Confidentiality where necessary ▪ Interpersonal skills including tact and diplomacy ▪ Attention to detail and accuracy required
Corporate standards ▪ 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.	