

# BUSINESS ADMINISTRATION APPRENTICE (NVQ2)

Role Profile



<b>Title</b>	Business Administration Apprentice (NVQ2)	
<b>Grade</b>	NVQ2	
<b>Reference:</b>	N672	
<b>Reports to:</b>	Various	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Customer Facing Worker	
<b>Primary purpose of role</b>	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.	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>▪ Fully comply with the requirements of the apprenticeship programme (100%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>▪ Attendance at review meetings, meeting set objectives and goals</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Assist in dealing with queries from customers and colleagues (by telephone and in person) and taking and relaying accurate messages as necessary (30%)</li> <li>▪ Assist in checking and processing documentation that is sometimes confidential (10%)</li> <li>▪ Assist in producing letters, e-mails and other documents (15%)</li> <li>▪ 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%)</li> <li>▪ Assist with data input onto computer systems (full training to be given). (20%)</li> <li>▪ To fully comply with the requirements of the apprenticeship programme, including attendance at review meetings (20%)</li> </ul>	
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ GCSE A* - C in English and Mathematics or equivalent</li> <li>▪ Understanding of the importance of confidentiality including the Data Protection Act</li> <li>▪ Knowledge of using PC applications to include Microsoft Office and Excel</li> <li>▪ Willingness to complete the qualifications which are part of the apprenticeship</li> </ul>	

<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working as part of a team</li> <li>▪ Experience of working towards deadlines</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Good typing and keyboard skills</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Good communication skills and willingness to undertake vocational experience</li> <li>▪ Willingness to communicate basic information to team members and managers</li> <li>▪ Time and task management skills</li> <li>▪ Confidentiality where necessary</li> <li>▪ Interpersonal skills including tact and diplomacy</li> <li>▪ Attention to detail and accuracy required</li> </ul>
<p><b>Corporate standards</b></p> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	