

## Business Administration Apprentice

### Role profile

**Reports to:** Human Resources Manager / Assistant Director Finance    **Line manages:** None

**Team:** Human Resources / Finance

**Salary:** Salary in accordance with National Minimum (/Living) Wage

### JOB PURPOSE

Whilst working towards a professional qualification, you will gain hands-on experience in Business Administration within a support services setting (HR and Finance). You will work closely with colleagues to learn and understand processes and procedures and will be committed to delivering an effective and efficient administration service. You will have the opportunity to work in both support services offering administration support to the group, granting you an insight into how different company structures work.

### ROLE DIMENSIONS

You will study towards achieving a Level 2 QCF\* in Business Administration, with the potential to gain up to level 3, over a maximum of 36 months. This will involve completing a set number of modules and gathering and providing evidence.

\*Qualifications and Credit Framework (replacing the NVQ framework)

### KEY RELATIONSHIPS

**External:** Job applicants, suppliers, trainers, stakeholders and other customers

**Internal:** The Human Resources team, Finance Team, colleagues at all levels, Leadership team and Executive team

### FOCUS & KEY RESPONSIBILITIES

You will work closely with experienced team members to learn and deliver an effective and efficient administration service.

You will support colleagues with administration tasks across a range of activities and will be given the skills and experience required to gain a professional qualification.

Using the skills you learn 'on the job', you will keep a variety of systems up to date by accurately inputting data and checking records. You may be asked to support the team with reports, data



gathering and data analysis exercises and will be given the freedom to prioritise your own workload.

You will develop your communication skills by responding to queries, contributing to team meetings and liaising with colleagues across the business.

You will understand what it is to be part of a busy support service function, providing guidance and assistance to the rest of the business and may assist with diary management, booking events or learning and directing colleagues to find the information they need.

Working with colleagues, you will develop an understanding of policies and processes that are key to Human Resources and Finance and will have an opportunity to suggest improvements or new ways of working.

**You will be empowered to be the best that you can be and to thrive in a career that will open doors to your future.**



## Person specification

### QUALIFICATIONS

#### Essential

GCSE Grade C or above in Maths and English, or equivalent

#### Assessed by:

Application (A)

*Please note: Due to the Apprenticeship Framework criteria, we are unable to offer this role to candidates with level 2 or 3 qualifications in the same or a closely similar field (business administration). Candidates with a degree in a different field will be considered for a Level 3 qualification only.*

### EXPERIENCE

#### Essential

Experience is not essential in this role as you will be given guidance, support and training as required.

#### Assessed by:

Application (A)

#### Desirable

Experience of using IT packages, such as Microsoft Word, Excel and Outlook would be an advantage

Application (A)

Experience of following guidance, procedures and policies

Interview (I)

Experience of communicating with others in a professional or customer-facing capacity

Interview (I)

Experience of data inputting and using systems

Application (A)

Experience of working in a HR or Finance setting

Application (A)

### KNOWLEDGE AND SKILLS

#### Essential

Ability to act professionally and maintain confidentiality

#### Assessed by:

Application (A)

IT skills to use basic functions on a laptop / tablet

Application (A)

Good communication skills with the ability to work as part of a team

Application (A)

Ability to commit to learning a new role and completing a framework of activities to achieve a professional qualification

Application (A)

Attention to detail and ability to work accurately

Application (A)

#### Desirable

Welsh Language Skills

Application (A)

Understanding of HR and/or Finance processes

Application (A)

***We are committed to equality, diversity, and inclusion in all our activities.***

