


Job Description Template			
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Creation Date:	25/05/18	Next Review Date:	25/05/20

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Job Description – Apprentice Business Administrator

Department/location:	Rugby
Hours of work:	Monday to Friday / 08:30 to 17:00
Reports to:	Operational Manager
Holiday:	25 days PA plus 8 bank holidays
Other benefits:	Company pension, bonus scheme and death in service benefit

General:

This is a development role for an apprentice to learn and provide professional general administration support to all operational departments.

Main Duties:


- Liaise with operational staff
- Responsible for taking incoming calls from customers and suppliers
- Issue of purchase order numbers to various main suppliers
- Creating invoices from operational paperwork
- Filing of invoices/paperwork plus general office administration duties
- Incoming/outgoing post
- Maintain, organise & tidy filing cabinets and customer records both electronically and in the archive areas
- Carry out all other office duties to ensure smooth and efficient support to operations: photocopying, scanning, phoning, filing, typing, making bookings etc
- Preparation of copy paperwork for customers upon request
- Any other project work as required from time to time
- Attend the training associated with the Business Administration – Apprenticeship Standard (Level 3)
- Complete all on and off duty requirements of the apprenticeship
- Make every effort to pass the apprenticeship

General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

Other General Responsibilities:

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

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Person Specification

Qualifications/Training	E / D*	How assessed***
Business Administrator – Apprenticeship Standard (Level 3)	**E	CV/Interview
GCSE (Grade B) or equivalent English and Maths	D	CV/Interview
Experience		
Any previous experience within an office environment	D	CV/Interview
Specific Post Knowledge/Skills		
Good customer communication skills (telephone, written)	E	CV/Interview
Computer literate (Excel, Word, Outlook)	E	CV/Interview
Good Organisational Skills	E	CV/Interview
Personal Characteristics		
Polite and professional attitude to work and colleagues	E	CV/Interview
Calm under pressure	E	CV/Interview
Work well as part of a team	E	CV/Interview
Strongly motivated to learn and develop professionally	E	CV/Interview

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV; Interview; Presentation; Practical Assessment