

**Job Code: 377      Business Administration Apprentice**

**Reporting to:**      Project Manager

**Purpose:**      To assist with administration duties leading to a qualification at NVQ Level 2

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<b>Achieving Results</b>
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- Reception cover
- Effective support to departments
- Assist with administration tasks
- Apprentices are expected to achieve a broad knowledge and understanding and complete skill training to become qualified within business administration.

<b>Managing the Process</b>
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- Undertaking any general typing of standard letters for various departments together with reports.
- Photocopying large documents, which entail un-stapling, photocopying the right correct number of copies and re-stapling. Ensuring each document is returned to the relevant person when completed.
- Taking telephone calls and messages.
- Processing outgoing post, photocopying and distributing incoming post.
- Collate various reports.
- Assist office manager with various duties and reports.
- Providing office support including customer and employee support.
- Keeping well-organised files and records of business activity.
- Keeping computer databases up to date.
- Collecting and inputting company data.
- Sending emails.
- Ordering office stationery and other supplies.
- Participating in office meetings and taking meeting minutes.
- Health and Safety - All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.
- Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

<b>Serving the Customer (Internal and External)</b>
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- Work closely with supervisors and manager to ensure work is delivered to standard.
- Asks for feedback regularly.

- Understand who the ultimate customer is and the importance of the internal and external customer.

#### Delivering Quality

- Compile NVQ Portfolio in conjunction with College Tutor / Assessor.
- Ensure consistent attendance at college.
- Acts professionally at all times.
- Demonstrate accurate administration skills in all relevant areas of job role.
- Filing of correspondence and documents for various departments as required. Ensuring each document is correctly filed for access by other personnel.

#### Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Photocopying			
Filing			
Binding			
Typing			
Answering telephone			
Microsoft Word			
Microsoft Outlook			
Microsoft Excel			
Microsoft PowerPoint			

#### Training Matrix

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site in INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.