

## BUSINESS ADMIN APPRENTICE

### JOB DESCRIPTION

### Business Administration Apprentice

- **37.5 hours p/w**
- **Work Location:** Bingham Head Office, NG13
- **Study Location:** Day Release, Nottingham, or Workplace based - TBC
- **Qualification Level:** Level 3
- **Duration:** 18 Months
- **Rate of pay:** £7.55ph

We are recruiting for an Apprentice Administrator to join our Operations team.

The site-based learning element of the role will be from our Nottingham Office in Bingham, NG13 8GG with education based training completed via either a day release arrangement at a training centre located in Nottingham or within our Nottingham office.

This is an exciting and varied role for a unique and vibrant company who place a commitment to their staff's ongoing training and well-being. The role will primarily be to support the Operations Team in engineering planning, but experience within the Finance and Compliance Team will also be provided.

#### The successful candidate **must have** the following

- GCSE Level 4 or above in English and Maths as a minimum
- A positive attitude and commitment to excellence
- Excellent communication skills

#### It would be **an advantage** to have the following:

- Basic IT Skills

#### Key job responsibilities:

Working alongside a senior manager within our team, your training will involve:

- Maintain internal databases
- Process Engineer paperwork and issue to clients
- Assist with planning of engineer work schedules and booking appointments with customers
- Ordering parts and managing stock levels
- Prepare Risk Assessments and Method Statements
- Raising Purchase Orders

- Maintain a filing system for data on customers and external partners
- Manages correspondence by answering emails and sorting mail
- Organise, store and print company documents as needed
- Answer and redirect phone calls
- Make travel arrangements and hotel bookings for engineers
- Handle queries from managers and employees
- Understanding the requirements of the customer, communicating clearly, and reacting efficiently.
- Working proactively and efficiently on your own or as part of a team.
- Maintaining Tay Fire and Security's commitment to excellence in customer service and workmanship and translating this into your role.
- Any other reasonable requests from management.

**Units of study:**

Working alongside a senior manager within our team, your training will involve:

- Principles of business administration
- Personal and professional development
- Managing performance
- Your organisation
- Communication in a business environment
- Project management
- ICT for business

Optional unit:

- Providing Services in an Administrative Environment (optional unit)