Business Administration Apprentice Job Description

Job Description

**Job Title:** Business Administration Apprentice

**Hours:** 30 hours per week

**Salary:** £3.50 per hour

**Contract:** 12 months

**Responsible to:** Client Services and Pathways Manager/Contracts and Performance Monitoring Manager

**Responsible for:** N/A

**Based in:** Ashton Wellbeing Centre

**Reference Number:** BAA

Job purpose

To work alongside the Client Services and Performance Monitoring departments. Your role as a Business Admin Apprentice will require you to support for supporting our front of house function in all associated tasks while ensuring clients have the best experience with us whilst accessing out services. You will be working front line providing excellent client support, dealing with enquiries, booking appointments and providing an initial space for clients to come to for help. You will support in the day to day running of a busy reception and information centre whilst assisting the performance monitoring team with the evaluation and monitoring needs of the organisation and supporting the department’s efforts in ensuring the offering of quality programs and services to its clients and stakeholders.

Mission Statement

Our mission is to be an organisation of excellence with an ever changing and diverse range of activities and services that promote psychological and physical well-being, stimulates recovery and leads to social inclusion within mainstream society.

Ethos

To ensure that the concepts of personalisation, recovery, psychological and physical wellbeing and social inclusion are present throughout the organisation. To carry these out in a manner that reflects our commitment to being a green and ethical company.

The key functions of this post are:

Specific

During your apprenticeship, your role will develop to enable you to:

* To support with reception cover in dealing with client enquiries (face to face, telephone and email) to carry out this function we use a switchboard with voicemail function
* To carry out data input for a variety of services using our internal database and Microsoft Office
* To maintain relationships with our partner organisations by communicating effectively by telephone, email and when visiting the building
* To support who may client in distress when they visit the building
* To support with the set up and implementation of internal monitoring systems and processes
* Quality checking data and rectifying errors

Agreed and Signed:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Worker)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Manager)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Date)

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Business Apprentice Person Specification

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| **EDUCATION AND EXPERIENDE** | **HOW IDENTIFIED** | **ESSENTIAL/DESIRABLE** |
| Previous experience of supporting someone who is upset | A/I/R | E |
| Previous experience of computer work and administration. | A/I/R | E |
| Good listening skills, non-judgemental and the ability to relate sensitively to people in distress. | A/I/R | E |
| Good time keeping and reliable. | A/I/R | E |
| Friendly and approachable style of working. | A/I/R | E |
| Open to new ideas and feedback for personal development. | A/I/R | E |

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| **KNOWLEDGE AND SKILLS** | **HOW IDENTIFIED** | **ESSENTIAL/DESIRABLE** |
| A broad knowledge of IT systems, including Microsoft packages (word, excel, PowerPoint and outlook) and to feel confident managing basic systems.  . | A/I/R | E |
| Knowledge of basic mathematics and literacy | A/I/R | E |

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| **VALUES AND BEHAVIOURS** | **HOW IDENTIFIED** | **ESSENTIAL/DESIRABLE** |
| Ability to provide good quality customer service for individuals using services | A/I/R | E |
| Ability to prioritise and manage a wide range of tasks | A/I/R | E |
| Ability to work in a team and to work independently | A/I/R | E |
| Ability to work within Minds policies and procedures. | A/I/R | E |
| Ability to work across different sites within the borough | A/I/R | E |
| Ability to undertake any other reasonable tasks requested | A/I/R | E |
| Ability to work on own initiative and prioritise work | A/I/R | E |
| A willingness to learn new skills in administration | A/I/R | E |
| Ability to attend in house training when requested and continually work on personal development | A/I/R | E |
| Ability to work within personal and professional boundaries. | A/I/R | E |
| Commitment to complete an induction session before starting working. | A/I/R | E |
| Willingness to learn new aspects of administration, including IT, email, Power Point, evaluation documents, data analysis, photocopier, laminating, filing and telephone use | A/I/R | E |
| Ability to promote social inclusion and recovery in all work that is undertaken | A/I/R | E |
| Ability to ensure all duties reflect a commitment to Equality and Diversity. | A/I/R | E |
| Ability to communicate effectively with external agencies, colleagues and the public | A/I/R | E |
| Willingness to learn about the importance of performance monitoring within a charity | A/I/R | E |

**Application - A**

**Interview - I**

**Test – T**

**References – R**

**Certificates – C**