

Business Administration Apprentice

Role information

Job Title	Business Administration Apprentice		
Salary	Salary- £ 14654 year 1, ranging to £ 17,144 year 2.		
Hours to be worked	37 hours per week (including 20% off the job training)		
Location	Cowley Marsh		
Service Area / Directorate	ODST - Commercial		
Line Manager			
Budget (£)		Funding	
Rehabilitation of Offenders Act 1974	Exempt	Additional Screening	N/A
Candidate Screening	Not required		

Role purpose

- To develop skills in the provision of administrative support to business teams within Oxford Direct Services
- To develop and build customer service skills to provide excellent support service to all our customers (internal and external)

Role responsibilities and main duties

- Provide a range of business administration support to the teams, utilising MS Office software and a range of in-house systems, flexibly responding to changing day-to-day demands
- Receive and respond to colleagues and manager queries and request in relation to L&D, HR and Management Information (MI).
- Provide administrative support to a range of meetings, including, for example, organising venues, contacting delegates, sending out pre-meeting information.
Input relevant data onto a range of systems ensuring accurate and confidential maintenance of business records.
- Proactively support initiatives to develop the business and generate income
- Develop skills to enable prioritisation of work, and the production of accurate work within deadlines.
- Act as an ambassador for apprenticeships within the business both internally and externally and representing us where appropriate at external events
- Work at all times to health and safety regulations and policies in order to maintain a safe working environment.
- Work well with colleagues, commence work promptly each day and complete all work to a satisfactory standard.
- Report to supervisor any additional work that is needed to complete a job to the required standard.
- Maintain the businesses reputation for great customer service through actions/conduct

- Actively support the businesses commitment to Equalities and Diversity.
- Ensure that NVQ course work is delivered on time and diligently to fulfil the requirements of the course.
- Undertake any other appropriate duties required by management

The duties and responsibilities set out in this role profile are indicative of the role. They are however, subject to change and you will be required from time to time to undertake other duties commensurate with your grade.

Our commitment to Safeguarding

Oxford Direct Services is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. Each of the criteria below will be measured through, the application form (A), interview (I), test/exercise (T) or documentation (D).

Essential Criteria	A	I	T	D
Educated to GCSE in Mathematics and English (grade C) or equivalent	✓	<input type="checkbox"/>	<input type="checkbox"/>	✓
Willing to undertake further education to achieve an NVQ 2 and/or 3 in Business Administration.	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Keen to learn and develop skills in business administration	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of Microsoft Office: specifically Word, Outlook & Excel	✓	✓	✓	<input type="checkbox"/>
Able to travel to both depots and college	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of working with others and organising own work.	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Commitment to excellent customer service and ability to communicate effectively with the public	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Strong team-work ethos and ability to work effectively with colleagues	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Able to prioritise work accurately to achieve deadlines and work flexibly to meet changing day-to-day demands	<input type="checkbox"/>	✓	✓	<input type="checkbox"/>

Desirable Criteria	A	I	T	D
Ability to reflect on own performance & seek continuous improvement	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Previous work experience in a customer services role	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>