



# Apprentice Administrator

## Job Description

### Role Purpose

**Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:**

As an Apprentice Administrator, you will undertake training and development to deliver an effective and efficient administrative service that is flexible to meet the needs of the team to enable the service to achieve agreed objectives.

**In this role, you'll be responsible and accountable for:**

1. Performing varied administrative tasks including photocopying, filing, data input and collation, amending directories, operating manuals, replenishing stationery and operating systems etc.
2. Utilised training, experience and good practice methods to assist and or take lead responsibility for minuting meetings, producing letters, reports and other documents using Information Technology including email and internet.
3. Work collaboratively as part of a team and provide help and support to other team members.
4. As directed, to organize travel arrangements, accommodation for members of the team, and ensure that they have knowledge of the agreed itinerary and that they are kept up-to-date of appointments and bookings.
5. Learn how to and will have responsibility for keeping up-to-date and accurate records of financial transactions following or as a result of inputting and retrieving data from information systems, including the payment of invoices, purchase orders, holiday records and petty cash.
6. Develop and apply communication skills to maintain telephone communication (including switchboard- where appropriate) both in and out of the office ensuring messages are processed and other enquiries dealt with in the appropriate manner.
7. Processing incoming and outgoing mail as required
8. Undertake reception duties, and in so doing to welcome internal and external visitors in a friendly and professional manner and direct them to an appropriate staff member as required.
9. Attend courses and training events as directed and required to enhance skills, knowledge and experience to fulfil the purpose of the job.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 11/05/2023 Version: V2

## To do this, you will have:

### Qualifications and training

1. Willingness to study for Business Administration S/NVQ or equivalent qualifications

### Skills, knowledge and experience

1. Experience of using computers and programs such as excel, PowerPoint and word.
2. Confident communicator with the ability to deliver and manage basic written and oral communication effectively.
3. Ability to prioritise tasks according to deadlines
4. Ability to apply numeracy and literacy skills, to the duties of the post
5. Ability to follow written and verbal instructions and agreed processes
6. Willingness to learn new processes and to put into effect.
7. Consistently achieves set deadlines when dealing with specific requests with confidence and accuracy.
8. Understanding of inclusion and diversity in the workplace

### Don't meet every single requirement?

If you're excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

## What else?

Everyone at Action for Children must promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.

If you're appointed, you'll need to have a disclosure check.

### For completion by the Reward Team:

Operational Job Title: Apprentice Administrator

Panel approval: Reward Team

Job Family: Business Support

Panel date:

Grade: 6

Payscale Ref: BS60

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 11/05/2023 Version: V2