

JOB TITLE **Apprentice – Business Administration**

LOCATION **Various**

DIVISION **Adult and Community Based Services**

RESPONSIBLE TO **Line Manager**

## Purpose of Post

Provide clerical, administrative and secretarial support including the answering of telephones, taking messages, using office equipment, reception and post room duties.

In addition, skills, knowledge and experience will be developed in all aspects of business administration within a public sector environment whilst working towards a level 3 in Business Administration.

# Main Duties and Responsibilities

* To provide general clerical, administrative and secretarial support to service areas.
* To work effectively in a team,liaising appropriately with others, meeting deadlines, following supervisor’s instructions.
* To communicate effectively using the telephone, e-mail, in writing and face to face, possibly including reception duties, following HBC procedures.
* To use computer systems effectivelyas required by work placement areafor example**,** Excel, Word, Outlook, Access etc,
* To use office equipment effectively such as,photocopiers, telephone systems, computer equipment etc.
* To use postal systems effectively
* To accurately monitor and maintain records
* To demonstrate a commitment to developing personal skills in accordance with the apprenticeship framework
* To meet deadlines associated to progression throughout the full apprenticeship period
* To complete assignments/projects which relate to the apprenticeship framework, meeting target dates
* Any other duties of a related nature, which might reasonably be required and allocated by the Manager/Supervisor.