

JOB DESCRIPTION

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| Job Title: | Business Administration Apprentice (Business Excellence & Strategy) |
| Directorate: | Corporate Resources |
| Reports To: | Head of Business Excellence & Strategy |
| Overview of the role: | To develop the skills and experience in a business administration role by supporting the Business Excellence & Strategy team with the administration and delivery of all aspects of the team’s work. To act as a support for key projects and initiatives, working alongside stakeholders from across the organisation. |

| Key Responsibilities | Key Tasks |
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| Core tasks and outputs | <ul style="list-style-type: none"> • Develop an understanding of all aspects of the Business Excellence and Strategy team: Business Excellence; Equality, diversity & Inclusion (EDI) and Strategy and Research. • Gain a Business Administration Level 3 qualification. • Gain the skills and experience needed to support the team in delivering their work. • Support the team in delivering Business Excellence & Strategy projects and initiatives. • Provide support and assistance with key administration tasks such as payment of invoices, grants and other tools. • Provide administration support with organising and recording notes for meetings and engagement opportunities. • Provide support with analysis from consultation events with colleagues and customers. • Assist the team in the production of reports for Board and Leadership Team. • Support the team with researching good practice and other information relevant to the team. • Support with promotion of corporate memberships across the Group. |

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| Financial Management | <ul style="list-style-type: none"> • Support with administration of invoices/payments and setup of suppliers. • Be aware of and apply the principles of value for money and risk management at a level commensurate with the responsibilities of the post. |
| Communication | <ul style="list-style-type: none"> • Support the team in raising awareness about its work e.g. on embedding a culture that promotes Equality, Diversity & Inclusion, information about Strategies, and promoting an innovation culture. • Work collaboratively with a range of internal and external stakeholders. • Support the team in internal and external communications. Assist in the production of updates for website and other external communication. • Assist in the update of the team's intranet pages. • Support the team in attending network events and sharing good practice and learning. |
| Team working | <ul style="list-style-type: none"> • Develop good working relationships with colleagues and teams from across the business. • Act as a key support for members of the Business Excellence & Strategy team. |
| Innovation | <ul style="list-style-type: none"> • Continuously seek opportunities for process and information efficiencies. • Identify opportunities for continuous improvement with existing technology and systems. |

The duties and responsibilities detailed above are not exhaustive and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

Business Administration Apprentice (Business Excellence & Strategy)

Person Specification

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| Qualifications | |
| Good general level of education, or willing to work towards level 4 in English and Maths or to undertake level 2 functional skills | E |
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| Experience | |
| Adapting communication with different people/audiences | E |
| Experience of producing, analysing, and presenting information | D |
| Working effectively as part of a small team | E |
| Ability to work accurately to tight deadlines | E |
| Comfortable using Microsoft Office Suite (Word, Excel, PowerPoint, Outlook). | E |
| Experience of researching a topic | D |
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| Personal Skills/Qualities/Knowledge | |
| Self-motivated | E |
| Committed to delivering high standards of work | E |
| Has a high-level of attention to detail | D |
| Willing to learn and ask questions | E |
| Positive attitude towards gaining new skills and knowledge | E |
| Passionate about equality, diversity and inclusion | E |
| Good organisational skills | E |
| Presentation skills | D |
| Able to use initiative and work autonomously | E |
| Comfortable using Microsoft Office Suite (Word, Excel, PowerPoint, Outlook). | E |
| Good research skills | D |
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| Other Requirements | |
| Ability to travel to other office locations. | E |

* E = Essential criteria / D = Desirable criteria