**Apprentice Business Administrator (Southend On Sea, Essex)**

**REF: DCA**

**Apprenticeship summary**

**Apprenticeship standard Business administrator Level 3 (A level)**

**Annual wage - £11,648**

**Working week - Monday to Friday 9am- 5pm. (35 Hour week)**

***This is a fantastic opportunity to join a friendly, professional team and to carve out a career in a company with an excellent market reputation. We are looking for someone who is eager and enthusiastic with good communication and interpersonal skills. You will make and receive telephone calls, banking and invoicing etc.***

**Your roles and responsibilities will include:**

* Make and receive telephone calls maintaining a positive and friendly company image
* Act as first port of call for all incoming calls and/or taking accurate messages
* Scanning, photocopying and filing both digital and paper-based material
* Banking and invoicing
* Support the rest of the team with other day-to-day admin tasks
* Receive, and send emails, writing letters, completing dictation
* Managing physical and electronic case files and ensuring client information is up to date
* Data entry - updating details, creating new entries, editing details
* Diary management
* Outgoing post and walking the post to the post office daily
* Assisting with meetings as required
* Making drinks for clients and staff
* To be able to organise and plan work in a flexible manner to ensure tasks are prioritised and completed within agreed timescales
* To use appropriate communication and interpersonal skills such as active listening

***You will be required to know how to manage the relationship with the customer. Know the importance of written, verbal and non-verbal communication (including body language), email, letter, telephone and personal etiquette.***

**What training will the apprentice take and what qualification will the apprentice get at the end?**

Full training will be given leading to a recognised Business Administration Apprenticeship Standard Level 3 Qualification

Full on-the-job training will be delivered

Off-the-job training will be supported by our training provider - Davidson Training UK Ltd

You will complete the Functional Skills in maths and English up to and including Level 2 (if you don't already hold the equivalent)

All training will be delivered within the workplace during working hours

**What is the expected career progression after this apprenticeship?**

We are looking for someone that wants to grow within the organisation. There are long term career prospects available.

**Qualifications**

GCSE or equivalent English (Grade 4-9 or A\*-C) desirable

GCSE or equivalent Maths (Grade 4-9 or A\*-C) desirable

**About the employer**

An independent firm which specialises in providing corporate and personal insolvency advice to those in financial difficulty. Our firm is supported by a team of skilled, qualified and motivated staff who endeavour to provide a high-quality service to those who seek our assistance.