

# Business Administrator Apprenticeship Level 3

**Support and engage with different parts of the organisation and interact with internal or external customers.**

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike, from the public sector, private sector, and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining, and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities. The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.



Apprenticeship Level 3

Duration 15 months + 3 months EPA

Funding Band £5000

### Suitable for.

- ✓ Anyone who provides administrative support across teams
- ✓ Roles with internal and external customers
- ✓ Roles which require processing or management of information, documents, data, or other administration activities

## Delegates will leave this programme able to:

- Identify, progress and convert sales leads into new clients, candidates and placements as required
- Proactively and consistently strive to identify and obtain new business opportunities
- Source suitable vacancies in line with company policies and sales procedures
- Manage and profitably develop client relationships
- Identify and attract candidates using all appropriate methods to fill jobs
- Monitor responses/applications received and make sure that candidate applications are processed efficiently
- Shortlist and present suitably qualified applicants against defined job vacancies
- Manage the recruitment and selection processes by effectively liaising with the client, candidate and internal teams
- Successfully place suitable candidates with clients
- Advise clients and candidates on the legal, regulatory and ethical requirements and appropriate codes of practice when recruiting
- Advise candidates and clients on employee rights and responsibilities including equality, diversity and inclusion
- Accurately complete all necessary processes, payment and aftercare services
- Meet agreed Key Performance Indicators (vacancies taken, calls made, interviews etc.)