Administrative Solutions
Level 3 Apprenticeship

We personalise the learning experience and enhance knowledge and skills development.

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, manage priorities and own time, demonstrate problem-solving skills, decision-making and the potential for people management responsibilities** through mentoring or coaching others.

Tack TMI Bespoke Apprenticeships are a **solutions-focused training provider** governed by sector specialists. Our programmes are inspired by you and crafted by us.

Apprenticeship Level 3

Duration 15 months + 3 months EPA

Max Funding - £5000

Value-Added Masterclasses:
- **Risk Assessment**
- **Artificial Intelligence**
- **Analytical Skills**
- **Technical Communication**
- **Difficult Conversations**
- **Sustainability**
- **Inclusion in the workplace**

Delegates will leave this programme:

- Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data
- Able to update and review databases, record information and produce data analysis where required
- Able to produce accurate records and documents. Make recommendations for improvements and present solutions to management. Draft correspondence, write reports and review others' work. Maintain records and files, handle confidential information in compliance with the organisation's procedures. Coach others in the processes required to complete these tasks
- Exercise proactivity and good judgement. Make effective decisions based on sound reasoning
- Demonstrate good communication skills. Demonstrate agility and confidence in communications, carry authority appropriately. Understand and apply social media solutions appropriately. Answer questions from inside and outside of the organisation, representing the organisation or department.
- Demonstrates the necessary level of expertise required to complete tasks and apply themself to continuously improve their work. Able to review processes autonomously and make suggestions for improvements. Apply problem-solving skills to resolve challenging or complex complaints and be a key point of contact for addressing issues
- Use relevant project management principles and tools to scope, plan, monitor and report. Plan required resources to successfully deliver projects. Undertake and lead projects as and when required