

<b><u>JOB ROLE:</u></b>	Business Administration Apprentice
<b><u>RESPONSIBLE TO:</u></b>	Operations Manager
<b><u>POST HOURS:</u></b>	37.5 Hours per week/52 weeks, Monday to Friday.
<b><u>RESPONSIBLE FOR:</u></b>	N/A
<b><u>SALARY</u></b>	National Minimum Wage, £7.00 per hour, £13,685 per annum

### **JOB PURPOSE:**

We have a fantastic opportunity for an apprentice to join our growing company to provide a wide range of administration support to our business functions. We are looking for an enthusiastic and self-motivated individual that can provide administration support in a fast-paced environment following a Level 3 Business Administration Apprenticeship Standard.

Waterside Training Limited based in St Helens, Merseyside is a specialist training provider, delivering high quality engineering and manufacturing apprenticeships and tailored industrial training programmes to various industry sectors throughout the North West.

A key part of the role will be assisting in providing administration support to all departments. You will need a good level of organisational, time management and team-working skills. As an apprentice, you will experience learning in all parts of the business from customer services, reception, marketing, finance and human resource activities to give you an overview of the business. This will include welcoming and looking after visitors, photocopying, filing and scanning documents, maintaining CRM systems among many other administration activities as covered in the below duties of the role.

### **KEY DUTIES**

- **Reception Duties;** to ensure all visitors in person and over the phone are greeted and welcomed. All visitors on arrival are signed in and delivered to the appropriate personnel, ensuring all visitors car registrations are entered into the Parking Eye Terminal and signed in the visitors book and offered refreshment on arrival.
- **General Administration;** to provide general administrative tasks to our technical sales and apprenticeship teams.

You will work closely with the Technical Sales Executive and Technical Training Manager to assist with providing course administration management assisting with marketing campaigns, course enquiries, quotations, course bookings and course organisation involving set up of all course delivery from organisation, delivery and evaluation. During half term weeks, you will also be involved in the organisation of ordering course lunches and refreshments organisation for course delegates and make refreshments for visitors when required.

You will work closely with the Apprenticeship Manager and Assessing team to assist with general administration tasks as well as assisting where required in;

- monitoring and collating attendance reports,
  - maintaining apprenticeship database records and MIS systems
  - assist with apprenticeship recruitment activities communicating with candidates and booking appointments for tests and interviews
  - assist with test administration and coordinating results and reports for final assessment entering details into recruitment system
  - corresponding with company employers with communication statements
  - assist with corporate and careers events
  - assist with induction organisation processes and enrolment documentation along with any other relevant tasks to assist during busy periods.
- **HR and Finance;** to assist with finance activities such as entering Purchase Orders and Purchase Invoices and complete the necessary sales invoices for all customers and chase up outstanding invoices for payment. You will assist with HR activities and learn how the HR systems interrelate with other departments from onboarding to termination including payroll and employee relations.
  - **Event Management;** assist with technical sales and apprenticeship events as and when required by the business, attending business and or school events to promote apprenticeship or technical opportunities and assist with open evenings and Waterside events throughout the year as required by the business.

Prospective candidates should have a keen and demonstrable interest in administration based work as well as having an enthusiastic approach to work and willingness to learn. Candidates must be highly self-motivated and have a flexible approach to work; possess good organisation/planning and communication/team working skills with drive to develop.

You should have at least GCSE's at Grades 5-9 or A-C in Mathematics and English are essential requirements for this post along with any Business Studies subject area would be desirable.

If you are interested in applying for this position, please contact Kathryn Kirby at Waterside Training on 01744 616837 or [kkirby@waterside-training.co.uk](mailto:kkirby@waterside-training.co.uk), forwarding a covering letter and your current C.V. explaining your reasons for application for the role.

#### ADDITIONAL TASKS:

1. To comply with Professional and Academic Compliance Standards at all times
2. To undertake essential training and role-related activities/CPD
3. To ensure full compliance with all policies and procedures.
4. To work within Waterside Training Ltd policies on Health & Safety and Equal Opportunities.
5. To comply with Waterside Training Ltd Safeguarding and whistleblowing policies and procedures.
6. To undertake any other duties as required by the line manager.
7. To assist with IAG guidance at careers events, fairs and open events.
8. To assist and attend apprentice events, personal development, residential, presentation evenings along with any other events to promote or help the company.
9. As part of this role you will be required to undertake a CRB enhanced disclosure check.

This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time.