

Administration Apprentice – Job Description

Role Purpose: To provide high quality administrative support, ensuring excellent customer management and to enable the achievement of business objectives.

Key Responsibilities:

- To maintain consistent and documented compliance with all relevant Safety, Health and Environmental (SHE), quality and best practice requirements.
- To undertake reception duties, organising refreshments, arranging PPE and hosting visitors.
- Assist with answering the main switchboard and transferring calls, taking messages as appropriate.
- To assist in responsibility for keeping the CPI archive/storage area and respective archiving database in order.
- General office duties, as required.
- To be responsible for opening all incoming post and distributing to the CPI team.
- To be able to liaise with internal and external customers using email.
- To be responsible for the arrangement of meetings and booking meeting rooms as required. Ensuring CPI meeting rooms are kept tidy on a daily basis and that all necessary equipment, literature and refreshments are available.
- To be responsible for checking all photocopiers within the CPI offices are supplied with paper and replacement toners.
- To take minutes/actions for meetings as required
- To undertake all photocopying/scanning and binding on behalf of the team.
- To assist with keeping stationery cupboards replenished.
- To be responsible for arranging travel and accommodation for staff using the agreed processes for procurement and authorisation.
- To undertake the raising of purchase orders as requested and be responsible for placing orders as instructed using the company credit card, following the correct procedure.
- To undertake any other admin tasks as required by members of the team.
- To take part in other admin activities and support other functions of the business as and when required.

Direct reports: No direct reports

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Person specification

Education / Qualifications:

Essential:	Desirable:
Educated to GCSE level. A minimum of 5 GCSEs (or equivalent), including English Language and Mathematics to grade 9 – 5/A*-C (or be willing to work towards).	

Competencies and behaviours	
<p style="text-align: center;">Leadership (Core)</p> <ul style="list-style-type: none"> Respects and values the diversity of talents, skills and backgrounds that others bring to joint projects/work. Has a positive influence on those in contact with. Gains the respect and confidence of colleagues and supports them in achieving their goals and targets. Aligns own behaviours and actions to CPI’s values, vision and goals. 	<p style="text-align: center;">Decision Making (Core)</p> <ul style="list-style-type: none"> Within area of expertise recognises, identifies and defines problems. Generates and evaluates alternatives, draws conclusion and analyses risk. Takes timely and correct action using established methods to ensure effective solutions are implemented.
<p style="text-align: center;">Communication (Core)</p> <ul style="list-style-type: none"> Communicates in a clear and concise manner, covering all relevant points in a timely manner. Uses the appropriate route and format to communicate. Confirms understanding of others communication. Asks questions to understand other people’s viewpoints 	<p style="text-align: center;">Developing self and others (Core)</p> <ul style="list-style-type: none"> Knows own career aspirations and clearly communicates them to relevant colleagues whilst actively working to achieve goals. Sets personal development goals and deploys strengths to achieve them. Takes responsibility for one’s own performance and actions and invites and incorporates feedback from a variety of sources. Regularly reflects on own capabilities to identify development priorities

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Collaboration (Core)	Delivery (Core)
<ul style="list-style-type: none"> Establishes effective working relationships with other colleagues Builds and maintains a network of internal and external contacts. Actively seeks, values and incorporates different views and ideas to broaden their perspective. 	<ul style="list-style-type: none"> Plans, prioritises and leads own area of work to deliver specified and agreed outcomes (time and standard). Accurately scopes out length and difficulty of tasks, and repeatedly estimates correct amount of time needed for tasks. Refers to lessons learnt from other projects/ tasks with related scope. Acts with minimal supervision or direction. Pays attention to detail and delivers accurate and high quality outputs.

Knowledge and Experience:

Essential:	Desirable:
<p>Experience of using Microsoft Office systems (such as Word, Excel etc.)</p> <p>Ability to plan work on a daily basis.</p> <p>To be proactive in their approach to work tasks and have the initiative to consider all options before arriving at a conclusion.</p> <p>Be able to communicate effectively with a wide range of people in a variety of formats.</p> <p>Attention to detail and desire to complete work to a high standard.</p> <p>To show a professional attitude to work at all times, maintaining a high standard of time keeping, respect, and reliability.</p>	<p>Experience of working in a busy office environment and managing a high volume and varied workload.</p> <p>Experience of working in an admin environment.</p> <p>Experience of coordinating events, appointments and meetings.</p>