

# Apprentice Administrator

## Job Description & Person Specification

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**Stannah**

Function: Apprentice Administrator

Reports to: Office Manager

### Purpose

To achieve our Apprenticeship training programme within 12 to 18 months. This includes practical training. As you progress through your programme, you will have the opportunity to demonstrate the knowledge, skills and behaviours that you will gain from working closely with our experienced Office Support Team.

### Core Responsibilities

- To undertake a range of administration tasks suited to the current level of training and development.
- To undertake on the job training (subject to review there may be a requirement to attend college and/or engage in distant learning and complete course work on time and to a high standard.
- To produce, maintain and be responsible for content, accuracy and sign off of assessments completed.
- General Administration such as:
  - a. Answer incoming phone
  - b. Schedule services for allocated engineer(s) including diary management
  - c. Respond to internal and external email queries.
- To understand and complete all work-related documentation accurately and on time
- Shadow peers to obtain full understanding of each role to help develop skills and experience in all areas of the Maintenance & Repair Division.
- To understand and comply with policies and procedures.
- To carry out work in a safe and diligent manner
- To comply with all company policies and procedures
- To attend and fully participate in regular reviews with line management, mentor, HR representatives and Training Provider
- To undertake additional duties in line with capabilities as required.

*This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Management function.*

### Relationships

#### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

#### External

External agencies including suppliers and customers.

## **PERSON SPECIFICATION**

### **Skills and Experience**

- Good Customer Service Skills
- Strong communication - verbal and written.
- Excellent communication skills with the ability to build relationships with customers, engineers and colleagues across the business
- An understanding of best in class customer service
- Excellent organisational and time management skills
- Good attention to detail and problem solving skills
- Comfortable using Microsoft desktop applications - outlook, word, excel, MS Teams

### **Personal Attributes and Behaviours**

- Enthusiasm to learn and develop
- Positive attitude to work and willingness to learn
- High levels of self-motivation, self-management and tenacity to deliver tasks/projects.
- Ability to establish good working relationships at all levels, both internal and external as and when required.
- Able to confidently speak to both our engineers and customers
- Ability to work individually as well as part of a team.
- Ability to work under pressure and within timescales.
- Be able to operate calmly and effectively.
- Process driven.
- A personal commitment to the values of the Stannah Group, to deliver on promises and demonstrate that we care.

### **Education and Qualifications**

GCSE pass (4 or higher/C+) in English and Maths is an essential requirement to complete the apprenticeship.

You will also complete suitable training to enable you to work to our policies and procedures as well as any additional training required to meeting the client's specific construction site requirements.

You will demonstrate a commitment to your personal development.