Business Administrator

Level 3

QUALIFICATION OBJECTIVES

Business Administrators have a highly transferable skills 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 include developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their progression towards possible future management responsibilities.

Entry requirements

The entry requirement for this Apprenticeship will be decided by each employer, but may typically be five GCSE qualifications at Grade C/4 and above.

Duration

The duration of this Apprenticeship Standard is 12 months plus 3 months Apprenticeship Assessment.

Progression

On completion, Apprentices may choose to progress on to Senior Support roles or in the future have the possibility of progression to Management.

Functional Skills

Apprentices aged 16-18 are still required to work towards and achieve Functional Skills in English and Maths (unless exempt). Apprentices aged 19+ without these qualifications are not required to achieve them to complete the apprenticeship. However, employers may still set their own requirements based on the needs of the sector.

Qualification Delivery

The completion of this Apprenticeship Standard will involve blended training delivery. IPS offers employers and learners a flexible training experience tailored to their needs, combining virtual learning with face-to-face visits.

Ongoing support is provided through a qualified IPS Trainer, who will help apprentices develop their skills and progress their portfolio. This approach ensures learners are fully prepared for the Apprenticeship Assessment.

Qualification Opportunities

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 the support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required will allow 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. They are also expected to show initiative, how to manage priorities and time management, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Employers involved in the development of this Apprenticeship Standard include:

• Grant Thornton UK LLP • BT • Npower • Federation of Small Businesses • Peter Jones Foundation • MBDA Missiles • Surrey County Council • Peugeot • Sodexo • oneSource • London Borough of Islington • London Borough of Enfield • Total Security Services • Skills CFA • PRCA • ESOS Ltd • Ceridian UK & Ireland • Northgate Arinso • JJBA Ltd • Bradley & Co Ltd • Prohire Software Systems Ltd • Business Resource & Innovation Network International Ltd • Moorhouse Accounting & Consultancy Services Ltd • Vicki King Bookkeeping Services • Fresh Financials • Iwona Accountancy Services Ltd • Boots UK • Osborne Property Services • Carillion PLC • Bpi Recycled Products • Great Guns Marketing • Berkley Group PLC • British Council • Capita Group • Accelerator Solutions Ltd • Northern PowerGrid • Manheim • Royal Bank of Scotland • Institute of Customer Service • Serco • Homebase • Scottish Water • Enfield Council • Royal Navy/Babcock • Thames Valley Police • Army Personnel Services Group

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Off the Job Training

Off-the-job training logged by the apprentice must meet the following definition:

- It is training which is received by the apprentice within their practical period, during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills, and behaviours of the apprenticeship they are undertaking. By normal working hours we mean the hours for which the apprentice would normally be paid and excludes overtime.
- It is not on-the-job training, which is training received by the apprentice for the sole purpose of enabling the apprentice to perform the work for which they have been employed. By this we mean training that does not specifically link to the knowledge, skills and behaviours set out in the apprenticeship will not be accepted.

The minimum volume of off-the-job training for all apprentices (full-time, part-time, term-time), will vary depending on each apprenticeship standard.

Further information can be found on GOV.UK

https://www.gov.uk/government/publications/apprenticeships-off-the-job-training

Core Skills

- **Information Technology:** 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. To be able to choose the most appropriate IT solution to suit the business problem, update & review databases, record information and produce data analysis where required.
- **Record and Document Protection:** Produces accurate records and documents including; emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and presents solutions to management. Drafts correspondence, writes reports, review other's work, maintains records & files, handles confidential information and coaches others in the processes required to complete these tasks.
- **Decision Making:** Exercises proactivity and good judgement, makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way; seeking advice of more experienced team members when appropriate.
- **Interpersonal Skills:** Builds and maintains positive relationships within their own team and across the organisation, demonstrates ability to influence and challenge appropriately and becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
- **Communications:** Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively and demonstrates ability and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately.
- **Quality:** Completes tasks to a high standard, demonstrates the necessary level of expertise required to complete tasks and applies themself to continuously improve their work. Ability to review processes autonomously, make suggestions for improvements and shares administrative best-practice across the organisation. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.
- **Planning & Organisation:** Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment.
- **Project Management:** Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects and undertakes/leads projects as and when required.

Technical Behaviours and Understanding

- **Professionalism:** Behaves in a professional way including; personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity, representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
- **Personal Qualities:** Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Also motivates others where responsibility is shared.
- **Managing Performance:** Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.

Core Knowledge and Understanding

- **Skills Value:** Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
- **Stakeholders:** Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
- **Relevant Regulations:** Understands laws and regulations that apply to their role including data protection, health & safety, compliance, etc. Also supports the company in applying the regulations.
- **Policies:** Understands the organisation's internal policies and key business policies relating to sector.
- **Business Fundamentals:** Understands the applicability of business principles such as managing change, business finances and project management.
- **Processes:** Understands the organisation's processes, e.g. making payments or processing customer data. Ability to review processes autonomously and make suggestions for improvements, applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.
- **External Environment Factors:** Understands relevant external factors, e.g. market forces, policy & regulatory changes, supply chain, etc (and the wider business impact) where necessary and understands the international/global market in which the employing organisation is placed.

Apprenticeship Assessment

On programme, completion will take place whilst the learner is working towards Gateway which will take them to approx. month 12-13 and will be in the form of successful completion of evidence that can be collated for the showcase and project at the Apprenticeship Assessment.

At Gateway, further preparation will take place to develop the Apprentice and then prepare them for completion of a series of assessments as follows:

- Multi-Choice 60-minute Knowledge Test
- 30-45 minute portfolio based interview to assess understanding, self-reflection and judgement
- Project Presentation (that will be developed at Gateway around month 12 to deliver to the Apprenticeship Assessor)

The presentation should summarise the aim, outcome and responsibilities of the Knowledge, Skills and Behaviours shown in the project. The presentation should also demonstrate how they approached a task and the skills shown in doing so, building towards how they would improve the results going forward.