

ROLE PROFILE

Job Title: Business Support Apprentice	Role Reports to: Business Lead Team PA	Business Function: Multiple	Evaluated Tier:
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<p>Job Purpose:</p> <p>To support the Business Lead Team with diary management, including arranging appointments and scheduling meetings, inviting attendees and booking rooms.</p> <p>To support the managers with operative and stakeholder feedback co-ordination and implementation.</p> <p>To support the smooth running of the office.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • H&S knowledge • People development • Customer focus • Cost awareness • Future focus • Results focus • Problem solving & decision making • Strong organisational and communication skills
<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Develop skills and experience in all aspects of administration to be able to assist the Business Lead Team PA and Business Lead Team. 2. Undertake appropriate training in line with the post holder's training requirements and attend college as and when required to achieve NVQ Level 3 qualification in Business Administration and use newly acquired skills within the workplace. 3. Support with diary arrangements eg. scheduling appointments, co-ordinating travel and accommodation arrangements where necessary and conference room bookings when required. 	

4. Assist with the co-ordination of customer compliments.
5. Support with accurate financial processing eg. raising Purchase Orders, recording Goods Received in line with the PO and the creation of expense and mileage claims.
6. Assist with weekly and monthly office compliance checks and the ordering of office supplies.
7. Carry out fully responsibilities in respect of all Health and Safety legislation.
8. Comply with all group policy and procedures.
9. Undertake appropriate training in line with the training passport.
10. Undertake other administrative duties in support of the operational or commercial functions of the business.
11. Carry out any other reasonable duties which may be identified by your manager.

	Essential	Desirable
Knowledge	A clear willingness to learn and develop skills.	
Skills	<p>Positive and flexible attitude.</p> <p>Ability to demonstrate reliability, initiative, ability to work as part of a team and on your own.</p> <p>Good communicator with others.</p>	<p>Strong organisational skills.</p> <p>Use of Microsoft Office applications such as Outlook, Internet Explorer, Word and Excel.</p>

Experience	Basic admin experience.	
Qualifications/Education	GCSE grade 4 or equivalent in Maths and English.	

People Management Responsibility?	This role has no line management responsibility	
Budgetary Responsibility?	This post has no budgetary responsibility	
Key Relationships (internal/external)	Must be able to communicate with customers and colleagues effectively and in accordance with Company or Client Policies, Procedures and code of conducts.	

Safeguarding of Children Young people and Vulnerable Adults

Fix360 on behalf of Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Fix360 employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.



Key Role Performance Indicators
1.

Date Role Profile Created/Updated:	March 2019		
Signed By	Print Name	Job Title	Date
	HR Director Signature	Print Name	Date