

## Course Overview

Supporting and engaging with different parts of the organisation and interact with internal or external customers.

### Role Overview

Business administrators have a highly transferable 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 involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

### Knowledge

- Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
- Knows organisational structure and demonstrates understanding of how their work benefits the organisation.
- Understands the organisation's internal policies and key business policies relating to sector.
- Understands the applicability of business principles such as managing change, business finances and project management.
- Understands the organisation's processes.
- Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc.

### Skills

- 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.
- Produces accurate records and documents including: emails, letters, files, payments, reports and proposals.
- Exercises proactivity and good judgement
- Builds and maintains positive relationships within their own team and across the organisation.
- Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms.
- Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines.

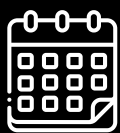
## Behaviours

- Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude.
- Takes responsibility for their own work.
- Is able to accept and deal with changing priorities
- Demonstrates taking responsibility for team performance and quality of projects delivered.
- Behaves in a professional way.



## Professional Recognition and Progression

The administration role may be a gateway to further career opportunities, such as management or senior support roles.



Typical Duration  
12 Months



Funding Value  
£5,000



Training Method  
Blended

## Apprenticeship Assessment:

Apprenticeship Assessment is completed between 30-90 days of completion.

### Assessment Methods:

- Knowledge Test
- Portfolio-based Interview
- Project Presentation

## What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

## Contact us:

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