



cqm training & consultancy



Business Administrator

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.

Supporting and engaging with different parts of the organisation, interacting with internal or external customers

With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The role involves demonstrating strong communication skills (both written and verbal), and the ability to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Business Administrators will gain the skills, knowledge and behaviours to:

- Use multiple IT packages and systems relevant to the organisation, such as MS Office.
- Produce accurate records and documents including emails, letters, reports etc. They will maintain records and files and handle confidential information in compliance with the organisation's procedures.
- Make effective decisions based on sound reasoning and deal with challenges in a mature way.
- Build and maintain positive relationships within their own team and across the organisation.
- Demonstrate good communication skills, whether face to face, on the phone, in writing or on digital platforms.
- Complete tasks to a high standard, demonstrating the necessary level of expertise required to complete the tasks and applies themselves to continuously improve their work. Shares administrative best practice across the organisation.
- Take responsibility for initiating and completing tasks, manage priorities and time in order to successfully meet deadlines. Positively manage the expectations of colleagues at all levels and sets a positive example for others in the workplace.
- Use relevant project management principles and tools to scope, plan, monitor and report.

Level of Delivery:
L3

Funding Band:
£5000

Optional Qualification:
N/A

Minimum Entry Requirements
English GCSE D (3) / FS Level 1
Maths GCSE D (3) / FS Level 1

Programme Duration:
12-15 months

Route:
Apprenticeship Standard

Delivery Location:
Blended onsite and online instructor led

Sectors:
Pan Sector

End Point Assessment:
A knowledge test, portfolio based interview, project/ improvement presentation



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Value Added Delivery

Measurable Impact: Each project will be defined, qualified and approved within a Profit Improvement Plan (PIP), agreed with you in advance. The PIP is a great management tool and clearly demonstrates the progress of each project using DMAIC and a RAG rating.

Mentors: We can help identify, and advise on a suitable Mentor within your organisation. We are able to provide coaching to the nominated Mentor so that they fully understand their role and what will be required of them, but also understand the guidelines within which they operate and to whom they report.

Company Values: CQM T&C are experienced at mapping company values into the delivery of an apprenticeship programme, and completely understand the importance of doing so, to ensure the programme instils the right behaviours and culture on-site.

Typical Outcomes for a Business Administrator

- They will behave in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders.
- Business Administrators will show exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. They will motivate others where responsibility is shared.
- They take responsibility for their own work, accept feedback in a positive way, use their initiative and show resilience.
- Will be able to accept and deal with changing priorities related to both their own work and to the organisation.
- Demonstrates taking responsibility for team performance and quality of projects delivered.

Contact us today for more information

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