

Job Description

Job title: Operations and Business Support Apprentice
Job Holder:
Reports to: Business Development Manager & Corporate Operations Manager
Based: Ampthill
Hours: 37 hours
<p>Job purpose</p> <p>To provide strong administrative support to the business with a focus on Operations and Business Development, including handling stakeholder relationships, ensuring key systems and process are maintained, quality processes are adhered to and appropriate documentation is collated to ensure we meet funder/contract requirements.</p>
<p>Main Duties and Responsibilities</p> <ol style="list-style-type: none"> 1. Assist with company administrative tasks including use of database and web based procedures, including Develop online platforms, Grofar, and specific contract database. 2. Completion of correspondence including use of template letters, scanning documents and maintaining data and spreadsheets, filing, photocopying, dealing with post, and issuing any correspondence as required. 3. Providing excellent customer service to contacts both face to face and on the telephone. 4. Take telephone messages and signpost to the appropriate person. 5. Update and maintain the filing systems using in-house IT systems. 6. Assistance in organising internal/external meetings, including managing online diary systems, booking of meeting rooms and general meeting support. 7. Contribute to creation and development of company marketing materials. 8. Supporting and planning of events 9. Support both the BDM and COM To produce reports for internal and external circulation on behalf of team members with confident use of Microsoft Excel/Word/PowerPoint and assist in collating statistical information required internally. 10. To support colleagues with updates to our website and digital marketing campaigns. 11. To establish a good working relationship with all colleagues, stakeholders and sub-contractors. 12. To update the relevant Manager on the progress of tasks on an ongoing basis. 13. To liaise with key stakeholders/funders and other local training/service delivery providers as and when appropriate 14. Occasional attendance at training/workshops/meetings. 15. Gain general overview of company departments by assisting in ad hoc departmental tasks as required.

GENERAL

- Any other duties commensurate with the post across Develop.
- Abide by Staff Behaviour Code of Conduct Policy
- To comply with company procedures
- To keep an electronic diary constantly updated checking with line manager before making any appointments not connected with work.
- To keep an accurate and up to date record of all training undertaken
- To attend and participate in team meetings as requested by CEO
- Respect confidentiality of service users and key stakeholders
- To carry identification badge when on company business
- To complete and submit travel form as required on a monthly basis
- To maintain CPD by attending training, reading and other relevant activities
- To take every opportunity to promote Develop services to potential customers using marketing material wherever possible.
- To undertake any reasonable ad hoc tasks consistent with the position of Administrator that are requested by the departmental managers and CEO
- The post holder will take responsibility for personal acts and omissions related to Health & Safety, Equality and Diversity, Data Protection, Safeguarding and Prevent. The post holder will also comply with information and training supplied and will endeavour to discuss any concerns with their Line Manager.

Data Protection:

All employees – as well as the Company – have responsibilities for Data Protection under current legislation. Heads of Centre's and Project Managers have responsibility for the type of personal information they collect and how they use it. It is every employee's responsibility to ensure that they comply with the organisations Data Protection Policy and any relevant procedures for requesting, processing or sharing personal information. No-one at any level should disclose or share personal information outside the organisation's policy and procedures, or use personal information held on others for their own purposes. Anyone disclosing personal information without the authority of the organisation may be committing a criminal offence, unless there is some other legal justification, for example under 'safeguarding' or 'whistle-blowing' legislation.

Safeguarding

All employees (and volunteers) are required to uphold the values of Develop with its promotion of being an inclusive and safe employer, both for staff and it's learners.

In order to achieve this you shall commit to attend / participate in specific training to maintain and upskill your knowledge in these critical areas that will enable both yourself as an employee, and Develop to comply with its legal and moral responsibilities.

All employees must report any matters, using the correct procedures, relating to these areas to ensure we continue to drive forward the safety and wellbeing of all our staff and learners.

Health and Safety

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work.

You must co-operate with your employer and co-workers to help everyone meet their legal requirements.

You are responsible for following health and safety requirements in line with the Company policy.

Inclusion

All employees including volunteers are required to uphold and express the values of Develop during the course of their work with staff, learners and customers.

Develop is an inclusive employer promoting a positive culture for inclusion in all that we do. Fair practice should be observed at all times and you should participate in specific equality and diversity training and any other inclusion training that would up skill you for your role so that Develop complies with legal and moral responsibilities.

Person Specification

	Essential Criteria	Desirable
1. Qualifications	Undertaking a Level 3 in Business Administration or equivalent	Good track record within educational establishments. GCSE 5-9 in English and Maths or equivalent
2. Relevant experience	Experienced in problem solving and working independently.	Experience of providing administration support.
3. Skills, abilities and behaviours	<p>Good numeracy and literacy skills</p> <p>Problem Solving and Reasoning</p> <p>Personal Effectiveness</p> <p>IT skills and ability to use Microsoft Office, Word, Excel, Publisher and PowerPoint</p> <p>Confident in using systems to maintain accurate records.</p> <p>Good communication and inter-personal skills</p> <p>Able to meet deadlines</p> <p>Able to work on own initiative and to work as a member of a team</p>	<p>Oral, written and presentational skills</p> <p>Use of social media e.g. Twitter</p>
4. Personal Qualities	<p>Ability to work under pressure</p> <p>Maintain client and organisational confidentiality</p>	

	<p>Flexible and innovative approach</p> <p>Enthusiastic and motivated</p>	
<p>5. Relationships</p>	<ol style="list-style-type: none"> 1. Develop Management 2. Develop Staff, Customers and Learners 3. Suppliers 4. Employers 5. Local Authorities 6. Partner Agencies 7. Funding Bodies 8. Regulating Bodies 	