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| **Job Description** | |
| Job Title | Business Administration Apprenticeship |
| Location | Central London |
| Responsible to | Tbc |
| Salary | £19,625 |
| Application Closing Date | tbc |
| Interview Date | Tbc |
| Level and Duration | This is a Level 3 Business Administration Apprentice role that combines professional training with real working experience.  Training will be provided on site and the successful applicant will be required to work towards:   * Level 3 Diploma in Business Administration (dependent upon training provider). * Undertake self-directed study, keep records of study time and manage own learning time.   Communicate effectively with Apprenticeship Tutor.   * Undertake End Point Assessment tasks, which could consist of professional discussions, test, project or observation.   Fixed Term contract for 18 months. |
| Purpose of Job | The Children’s Commissioner has a legal duty to promote and protect the rights of all children in England in accordance with the United Nations Convention on the Rights of the Child. The Children and Families Act 2014 also gives the Children’s Commissioner special responsibility for the rights of children who are in or leaving care, living away from home or receiving social care services. It is her job to make life better for all children and young people by making sure their rights are respected and that their views are taken seriously.  This is an exciting opportunity to join the Children’s Commissioner’s Business Services Team, where you will be able to support the Commissioner’s important work and assist with the effective running and administration of the office. |
| Duties | **General Duties**  Preparing papers for meetings, photocopying, laminating and binding.  Manage meeting rooms, ordering and setting up equipment and refreshments as required.  Informing the main reception of external guest appointments and collecting guests from reception.  Answering the reception telephone promptly and courteously, ensuring that calls are transferred to the correct extension or taking messages when recipients are not available.  Support the Business Administration Assistant in opening, actioning or distributing post as appropriate.  Maintain stationery inventory ensuring there are adequate stocks and order supplies as necessary.  Booking train, hotel, flights and taxi travel as requested, maintain accurate records of bookings made against projects or administration budgets  Provide ad hoc support to the Business Support Advisers and other members of the Business Services Team as and when required.  Undertake operational support and administration across the office.  Assist the Children’s Commissioner’s Personal Assistant to support the Commissioner with diary management and projects and provide administration support in a diverse range of tasks necessary to plan, organise and deliver an event.  **During your apprenticeship you will also gain experience in the following areas of work:**   * **Reporting to the Financial Controller**   Undertake finance activities including, raising and amending purchase orders, processing invoices, making payments to suppliers, investigating unclear invoices to identify the relevant budget holder, monitoring Government Procurement Card spend and reconciling spend against purchase orders.   * **Reporting to the Business Support Adviser (Finance, Procurement and Audit)**   Undertake procurement activities, including the publishing of tenders, collating answers to questions from tenderers securing responses from project leads, arranging the publishing of Q&A documents on Contracts Finder, collating the paperwork for tenderer submissions; producing shortlist packs; arranging interviews where appropriate; maintaining the Contracts Register; ensuring all procurement folders and records are kept up to date.   * **Reporting to the Business Support Adviser (HR)**   Support the BSA, HR in providing a comprehensive and proactive transactional HR service and delivering an effective recruitment process. This will include preparing HR documents such as offer letters, contracts, promotion letters, references etc. and supporting all aspects of the recruitment process. Drafting reports and completing HR returns.   * **Reporting to External Policy and Communications Officer**   Support the External Policy and Communications Officer in managing relationships with stakeholders, as well as communication with members of the public and sometimes professionals who ask for our help.   * **Reporting to the Head of Advice Service**   Support the Help at Hand team who provide to provide help, advice and representation to children and young people in care and care leavers. |
| Expected skills and attitude | * IT skills: a good working knowledge and the ability to use IT programmes, such as Microsoft Word, Excel and Outlook. * A thorough and organised approach to work and able to take responsibility for completing work within an agreed timeframe. * Good written, verbal and listening communication skills. * Ability to work independently and proactively with a good attention to detail. * A positive attitude and professional appearance as a representative of the Children’s Commissioner’s Office * Personal qualities: Courteous, responsible, punctual, keen to learn, helpfulness, integrity and reliability |
| The Future | Upon completing the apprenticeship, you will receive guidance for developing your CV and interview skills and will be supported to apply for roles within the wider civil service to take your career even further. |

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|  | Essential | Desirable |
| Knowledge | * Successfully completed a Level 2 Business Administration Apprenticeship or 5 GCSEs or equivalent | * Knowledge of and an interest in the work of Government |
| Experience | * Evidence of work experience in an office environment either in a paid or voluntary capacity. * Care Leaver. [An adult who spent time in care as a child (i.e. under the age of 18). Such care could be in foster care, residential care (mainly children's homes), or other arrangements outside the immediate or extended family]. |  |
| Skills and Abilities | * Competent in the use of Microsoft office including Outlook, Word and Excel. * Numerate, enjoys working with figures, with a good attention to detail. * Polite and professional telephone manner. * Good written and oral communication skills and the ability to follow spoken and written instructions. * Good organisational skills, being able to prioritise your workload, deal effectively with the conflicting demands of different members of staff and complete tasks in a timely manner. * Ability to work independently. * Ability to develop effective relationships and work collaboratively with colleagues. * Ability to use discretion and diplomacy and to demonstrate sensitivity when handling confidential information. | * Intermediate Excel skills * Powerpoint |
| Essential personal qualities | * Enthusiasm and commitment with a pleasant manner, punctual and reliable. * Understanding of (and commitment to) equality and diversity issues. | * Appreciation of what is important to children and young people and the issues confronting them. |