

COURSE CONTENT

# Business Administrator Apprenticeship

Our Level 3 Business Administrator apprenticeship pathway can take between 12 and 18 months to complete, at the end of which you will have a highly transferrable set of knowledge, skills and behaviours that can be applied across the business.

The role will involve developing a wide range of administrative services, working independently or as part of a team, interacting with both internal and external customers. The role of business administrator contributes to the efficiency of the organisation, by supporting functional areas and resolving issues as requested.

Examples of Skills	Examples of Knowledge	Examples of Behaviours
Use of IT packages to write emails, perform financial processes, record and analyse data	Understand the organisation, activities, aims, values and vision for the future	Behaves professionally to include personal presentation, respect, respecting and encouraging diversity, punctuality and attitude to customers, colleagues and key stakeholders
Produce accurate records and documents including emails, letters, payments, reports and files	Know the organisational structure, how they fit within their team and demonstrate how their work benefits the organisation	Demonstrates exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude
Make effective decisions and deal with challenges. Seek advice from experienced team members when appropriate	Liaise with internal and external stakeholders, suppliers or stakeholders from inside or outside of the UK	Takes responsibility for their own work, accepts feedback, uses initiative and shows resilience
Build and maintain positive relationships within own team and across the business	Understand laws and regulations that apply to your role including data protection, health & safety and compliance	Is able to accept and deal with changing priorities related to both their own work and the organisation

Demonstrate good communication skills, face to face, on the telephone, in writing or on a digital platform	Understand the internal policies and key business policies relating to manufacturing	Takes responsibility for team performance and quality of projects delivered
Complete tasks to a high standard	Understand organisational processes including making payments or processing customer data	
Manage workload to meet deadlines	Understand relevant external factors including market factors, policy, regulation changes and the wider business impact	

Register your interest by emailing: [careers@bird-bellows.co.uk](mailto:careers@bird-bellows.co.uk)