

Why Work as a... Business Administrator

A solution for your training needs and career progression

ROLE OVERVIEW

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in small and large businesses alike. The role will involve developing, implementing, maintaining and improving administrative services.

KEY POINTS

- **Level:** 3
- **Duration:** 18 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** The administration role may be a gateway to further career opportunities, such as management or senior support roles

KNOWLEDGE REQUIREMENTS



- 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
- Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way
- 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
- Completes tasks to a high standard

SKILL REQUIREMENTS



- Understands organisational purpose, activities, aims, values, vision for the future
- Knows how they fit within their team and recognises how their skills can help them to progress their
- Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK
- Understands laws and regulations that apply to their role
- Understands the organisation's internal policies and key business policies
- Understands how to apply business principles

BEHAVIOUR REQUIREMENTS



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

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