

Business Administration Apprentice

Basic information

Salary: £13,353 rising to £14,837 within your first year, subject to meeting performance and development expectations

Job family: Business Support

Terms: 18-month contract/full-time (35 hours)

Location: Cheltenham

Reports to: Business Support Manager

Team: Business Support

Business unit: Finance and Corporate Services



The role:

The primary purpose of this role is to work in UCAS' Business Support Team, providing high quality and efficient administrative support to the organisation. You will have the opportunity to spend time working in each of the three teams that make up the wider Business Support Team:

- Administrative Support Team
- Executive Assistant Team
- Business Delivery Team

Your development:

Following a comprehensive induction into UCAS, you will be supported to complete a Level 3 Apprenticeship in Business Administration with Weston College – an excellent training provider. All training will be delivered at UCAS, where you will also be able to access our Development Academies to enhance your personal learning and skills.

Your future:

The apprenticeship offers the unique opportunity to gain comprehensive knowledge and understanding across UCAS services, opening up numerous opportunities across the business. Your studies will also provide a great foundation to completing a higher level apprenticeship, such as project management.

Key duties and responsibilities:

Administrative Support Team

- Deal with general enquiries, and provide a high level of customer service through a variety of channels.
- Travel and accommodation bookings, including support for overseas visits and development of travel packs/itineraries.
- Process hospitality and catering requests.
- Coordinate and provide logistical support for meetings and events.
- Book conferences, events, and training opportunities on behalf of UCAS colleagues.
- Make arrangements for, and meet and greet a range of UCAS visitors.
- Update intranet pages and SharePoint sites.
- Process expenses or credit card purchases for senior managers.
- Note/action taking for internal meetings.
- Room booking audits.
- Manage stationery ordering and distribution.
- Process purchase orders.
- Deal with new starter set ups and process leavers, in liaison with the Executive Assistant Team.
- Distribution of post.
- Printing.

Executive Assistant Team

- Support the provision of high-level executive support for the Director/Chief Executive, including diary management, meetings organisation, actions follow-up, and provision of excellent customer service to senior internal and external customers.
- Work to support the activities of the individual UCAS departments, including:
 - the development, planning, and organisation of events, such as team meetings and away days
 - designing and implementing staff engagement activities and developing strategies, in response to the findings of staff survey results
 - coordinating the submission of staff performance ratings to the HR department
 - overseeing the completion of any required compliance activity
 - ensuring the department's presence on the intranet and/or SharePoint is updated and accurate
 - raising purchase orders and/or coordinating the completion of any required contract or legal agreements
 - coordination of reports/inputs into all UCAS' governance meetings (UCAS Board, UCAS Media Board, and associated Committees)

Business Delivery Team

- Support UCAS' business continuity activity, which means developing plans to deal with disruptions that might affect UCAS' ability to do its job.
- Provide logistical support for events that support our business continuity activity, including awareness raising activities for staff, and exercises that test our business continuity plans.
- Help with the implementation of UCAS' internal audit programme – where an external company comes in to provide independent assurance that our processes and procedures are operating effectively.

- Support the provision of high-level secretariat services to internal governance boards and meetings (getting involved with activities before the meeting – such as developing an agenda and preparing meeting papers, during the meeting – recording notes and actions, and after the meeting – sending out the notes/actions to meeting attendees).

Accountabilities:

- Successfully complete the Level 3 Apprenticeship in Business Administration, attending relevant training and undertaking assignments as required.

Person specification:

- Have a minimum of five GCSEs (or equivalent) at grade C or above, including Maths and English, or be willing to undertake a Level 2 qualification during the apprenticeship.
- Good computer literacy, with intermediate skills of working with Microsoft Word and Excel.
- Excellent communication skills.
- Ability to manage highly confidential personal data and maintain confidentiality at all times.
- Previous experience of undertaking clerical or administrative tasks.
- Able to demonstrate excellent customer service skills and have a good telephone manner.
- Good attention to detail and an organised approach to work.
- Have a flexible approach to all activities, and be able to demonstrate you can work effectively both on your own and with others in a team environment.
- Meet the apprenticeship entry standards set by Weston College, proving you have the ability and commitment to successfully undertake this apprenticeship.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer-focused – We understand what our customers want, and we act on their changing needs.

Collaborative – We collectively create an engaging and positive work environment.

Accountable – We take ownership of our individual and organisational performance.

Service excellence – We realise, grow, and maximise our potential.

Trusted – Individuals are trusted to make informed decisions and take appropriate risks

Apprenticeships at UCAS

We want UCAS to be a place where our people flourish, perform and achieve. By choosing to undertake your apprenticeship with UCAS, you'll be part of an established business with a strong brand and great reputation. To work here, you need to care about what you're doing as much as we do. Our commitment to your development includes:

- a competitive starting salary that can increase as your performance and skills develop
- a fixed term contract for the length of your apprenticeship, with careers advice and job search support to help you find your next role or study programme, whether or not you choose to stay with UCAS
- 25 days paid holiday plus bank holidays and Christmas closure each year
- membership of our Stakeholder Pension Scheme
- professional apprenticeship training from one of our carefully selected apprenticeship training providers, delivered on-site here at UCAS, including:
 - one-to-one monthly support from your apprenticeship assessor
 - workshops and training courses, tailored to both your personal and vocational development needs
 - scheduled personal development time
- dedicated support from your line manager, mentor, and our Talent and Learning Team, to make sure your apprenticeship experience is as great as we want it to be
- varied and interesting work experience