

Business Administration Apprentice

Job Description

Role: Business Administration Apprentice

Place of work: No Limits Head Office, 35 The Avenue, Southampton, SO17 1XN (temporarily based in Cranberry Terrance, SO14 0LH whilst we undertake building work)

Salary: Apprentice 1 £13,505.04 (Full Time Equivalent, pro-rata for part-time) for the first 12 months, then will progress to Apprentice 2 (up to 20 years) or Apprentice 3 (21+ years)

Hours of work: 37 hours -Monday to Thursday 9.00am to 5.00pm and Friday 9.00am to 4.30pm

Role type: Fixed term – 18 months (starting September 2024)

Responsible to: Office Manager

Responsible for: Not applicable

Role screening: Basic DBS

Essential driver?: No

Here at No Limits, our mission is **to empower children and young people to reach their full potential through information, advice, counselling and support**. Our people are key in supporting us to achieve our aims and your role in this is outlined below.

We particularly welcome applicants from diverse backgrounds and those who have had experiences similar to the children and young people we help and support. We are committed to creating a diverse environment where people can be their authentic self, where their experiences and opinions are valued, and we all are open to learn from each other.

Summary of the role

Based in our central Admin team, you will be supporting our various delivery services – whilst studying for a Level 3 Business Administration qualification, which typically takes 12 to 18 months.

As the first point of contact for No Limits, we are looking for someone with strong communication skills (email / phone / written / face-to-face) as well as excellent listening and empathy skills – whilst maintaining confidentiality. There are times when the Admin Office is extremely busy with requests and short deadlines, so you will need to prioritise your workload and use your own initiative.

Attention to detail is essential, due to recording data and interactions with young people, family members and professionals, which includes risk recording. Due to the nature of our work with children and young people - some of whom are vulnerable and at risk - you will come across sensitive and confidential information, and sometimes the information and / or situation can be challenging, complex and emotional. Full training and support are provided, as well as access to our Employee Assistance Programme.

You will also assist the Office Manager with building maintenance and scheduling in work across our No Limits locations – which includes managing and ordering supplies, such as stationery and cleaning materials.

Main duties and responsibilities

- Fully competent in all aspects of Microsoft Office and other applications to be able to support the Office Manager.
- Manage telephone correspondence and communications, making sure that messages are passed promptly to the appropriate member of staff.

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- Greeting and welcoming visitors into the buildings.
- Data input and contribute to the accurate recording and entering of statistical information.
- Coordinate and record attendance of Youth Worker lone worker visits.
- Ensure you comply with Data Protection requirements when storing and sharing confidential / sensitive personal data relating to staff, volunteers, and other service users.
- Provide administration support for the Hampshire Youth Access (HYA) Therapeutic and Counselling Services for children and young people of Portsmouth, Southampton, and Hampshire, dealing with enquiries and recording of referrals.
- Deal with incoming and external post, whilst using the tracking system and franking machine.
- Assist with sending out and receiving sensitive referral information using the secure mailing site.
- Action emails coming into the enquiries mailbox promptly, monitoring and directing emails accordingly or action.
- Manage diaries, bookings appointments with young people and taking the occasional minutes.
- Record referrals into the Single Point of Access (SPA), making sure the triage team within No Limits Advice Centre have the right information.
- Monitor and order stationery and cleaning materials, as directed by the Office Manager.
- Assist Office Manager with building maintenance requirements.

General duties

- Keep up to date with knowledge, issues and external developments that may impact on the organisation or your work area.
- Demonstrate work practice in line with No Limits policies and procedures and ensure statutory and legal obligations are met.
- Demonstrate an ongoing commitment to the safeguarding of children, young people, and vulnerable adults.
- Use resources appropriately and record accurate records of hours and expenses in line with No Limits (hours / sick / holidays) contracts and policy.
- Demonstrate a commitment to equity, diversity and inclusion and participation of children and young people, ensuring that principles and practice are implemented within your work area.
- Attend training and meetings as required and participate in regular supervision.
- Maintain accurate records and systems, both online and paper based.
- Support the implementation of No Limits strategy, promoting our mission and values through delivery of your personal objectives.
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work requirements.
- Contributing to the positive image of No Limits with children and young people, parents, partners and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary.
- Undertake any other duties as may be reasonably prescribed by No Limits, appropriate to the scope and grade of the role.

The purpose of this job description is to focus on the main responsibilities of the role. The list of duties for which the postholder is responsible may, within reason, vary at the discretion of No Limits.

If you are successful at interview, but we do not have enough vacancies to offer every successful candidate, you will be added to a six-month reserve list. During this time, if the same, or a similar, vacancy arises, we may offer you this vacancy without the need to complete the whole recruitment process again - however, you must let us know if any of your information or circumstances change whilst on the reserve list. After six months, your details will be removed from the reserve list. You can also opt out at any time by emailing: people@nolimitshelp.org.uk.

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Who you are

Below we've described the areas that we've identified are required for the role. We will use this to manage our selection process and to identify any learning and development needs for you once in post.

At No Limits, we value growth and may make recruitment decisions where not all essential areas are met, where you're able to show your commitment to ongoing learning and development.

You'll have the essentials of:

- ✓ Experience of working within an administration role, in a busy office environment.
- ✓ Experience of dealing with a diverse range of people face-to-face, by phone and electronically.
- ✓ Experience of working in a confidential environment.
- ✓ Strong skills / experience in using IT systems, including Microsoft Office and databases.
- ✓ Able to work unsupervised, be flexible and adaptable to meet changing demands.
- ✓ Demonstrate effective and efficient time-management and organisational skills, with an ability to prioritise workload.
- ✓ Able to work under pressure, meeting deadlines and maintain accuracy, despite frequent interruptions.
- ✓ Demonstrate the ability to work as part of a team communicating effectively.
- ✓ Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults.

You may also have:

- ✓ Knowledge of data protection (GDPR) legislation.
- ✓ Ability to maintain a wide range of appointment calendars.
- ✓ Ability to identify workflow problems and suggest recommendations.

What you value and demonstrate

No Limits' values underpin how we do things at No Limits. As one of our team, you'll use our values to guide you, maintaining integrity and keeping the organisation and the children and young people we support at the heart of your actions and decisions.

You'll demonstrate and apply No Limits values of:



Safe



Inclusive



Empowering



Trustworthy



Respectful

You'll be achieving within your role when you're demonstrating:

Knowledge & Skills	Developed specialist knowledge and skills, likely acquired through extended formal learning and specialist experience.
Communication & Relationships	Well-developed communication and interpersonal skills with functional stakeholder expectations.
Creativity & Problem Solving	Developed problem solving requiring independent judgement, analysis and creativity.
Decision Making & Planning	Decisions and planning for your own work and outcomes.
People Development & Leadership	Personal leadership with development and mentoring of others.