

## **Apprenticeship (the qualification you'll get)**

If you're in Edinburgh, you'll complete a **Level 6 Business Administration** apprenticeship.

If you're in London and Manchester, you'll complete a **Level 3 Business Administrator** apprenticeship.

## **Job Description (the role you'll be doing)**

- Effective and efficient organisation of required meetings, including arranging rooms and/or technology requirements and travel where required.
- Oversee assigned Leader's inboxes ensuring they have the relevant documentation for meetings.
- Provide support for effective use of technology and digital tools.
- Support with the organisation of events including community days, training, socials, offsites and conferences.
- Keeping Records, Filing and Systems Access up to date and in line with appropriate Records Management/Access policy and processes
- Coordinate projects, assessing and managing business requirements and dependencies alongside technical specifications and controls
- Support and lead projects across multiple stakeholders
- Compile and analyse customer insights, market & competitor intelligence data to inform discussion and decision making at management and key stakeholder levels
- Review and challenge the customer experience and all product processes identifying opportunities to improve service delivery to customers
- Deliver against performance goals, as agreed with the line manager