



Job Description

Job Title	Business Administration (Apprentice)	Department	Human Resources
Reports to	Human Resources Manager	Location base	Riduna Park

X-on is a pioneer of cloud telephony in the UK, with over 20 years of experience we have worked with hundreds of customers. These are across many industries where we deliver simple communications choices to benefit their business. Through the development of our own technology we have a track record of introducing products that have helped to shape our industry.

Our business is focused on innovation and continues to push the boundaries of fixed line, mobile and cloud telephony for the future. We have developed our own technology working with hundreds of businesses to make communications simple.

We have recently been awarded the General Practice Award 2019 for technology solution provider of the year.

1 Job purpose

The principal role of the Business Administration Apprentice is to be responsible for supporting various departments with office administration. The role would also cover aspects of the Office Manager role as required.

2 Focus and responsibility

1	Supporting the following departments with office administration: HR, Accounts, Sales, and Operations.
2	Covering aspects of the Office Manager role in their absence, including receiving visitors, answering the phone, buying kitchen supplies on an ad-hoc basis.
3	To assist with data entry tasks.
4	To assist with clerical and word processing tasks.
5	To assist the teams on projects as required

3 Decision making authority

As an apprentice you will have limited formal authority to make decisions, any responsibility should be agreed ahead of completion with your mentor or line manager.

4 Assignment and planning of work

Work is generated via the following channels:

1. HR manager
2. Job holder
3. Senior manager/s

5 Work relationships

Primarily internal colleagues and other departments. To a lesser extent, external customers and suppliers

6 Most complex part of the role

Being able to complete your day to day role as well as the apprenticeship. Excellent time management skills and the ability to prioritise is essential.

7 Relevant knowledge

- Knowledge of your area of study and your capability to complete the training.
- Understanding this is the first step of your career, and an entry level role in the company.

8 Relevant skills/qualifications

- Able to work as instructed by a mentor/line manager/apprenticeship trainer.
- Proven communication skills both written and verbal.
- GCSE grades A*-D (9-3) in Maths and English are desirable.

9 Relevant experience

- Diplomatic and the ability to work with people in different teams and levels within an organisation.
- Excellent Google skills or transferable Microsoft skills

10 Our benefits

- 3% stakeholder pension with 5% contribution from the employee after 3 months (if meeting legal criteria)
- 25 days holiday including 3 which are taken over the Christmas period for close down
- Health Insurance is available at an additional cost
- Cycle to work scheme

11 Reward

- Salary, National Minimum Wage
- Holidays – 25 days plus 8 Bank Holidays

12 Working hours

- 37.5 hours per week, Monday to Friday 9am-5.30pm