

Level 3 Business Administrator Apprentice

<https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator-v1-0>

About the Company

Sevatas (www.sevatas.com) are the leading European provider of risk management, claims and damage reductions to the automotive logistics sector; our business provides claims management services to motor manufacturers relating to damage sustained by new vehicles en-route from production facilities to final dealer delivery.

Established in 1988 with operations in the UK and Netherlands, Sevatas provide services to companies such as Renault, Volkswagen, Jaguar Land Rover, Kia and Hyundai.

Sevatas is a sister company to Pound Gates & Co Ltd (www.poundgates.com) and Pound Gates Group Ltd.

Across the three companies:

1. We have approximately 80 staff, with the majority based in Ipswich and around 20 staff located across the UK and Europe.
2. We are ISO 9001 and Investor in People accredited.
3. We have global brand names as clients.
4. We have a strong focus on personal development and career progression.
5. We are values-led with a focus on 'Doing Good' at our core (www.our-community.eu).

Our approach to our people

Our people come from across Europe with a representation of 5 languages in Ipswich alone.

We are looking for passionate and enthusiastic people to join our team as we believe this fundamental to providing our service. We conduct our business in an open, honest and transparent way and extend this to how we manage our people.

We believe developing our staff not only helps their individual career progression but also contributes to the company achieving its objectives.

Role Description

The role for the Apprentice is based around new claim and repair invoice entry along with the updating of carrier responses, and reconciliation of monies received.

The purpose of the role is to contribute to the overall delivery of client KPIs, by providing exceptional service to the Claims and Recovery Teams. The role is responsible for the collation of relevant documentation and accurate entry of data.

Role Detail

Reporting to the Claims and Recovery Team Managers and Claims Supervisor, the role involves the management of administrative tasks ensuring that both client and internal quality measures are being achieved in line with processes and KPIs.

This includes (but not limited to):

1. Owning an allocation of new claims which involves:
 - a. Checking relevant systems
 - b. Locating and uploading documentation into claims system
 - c. Claim data entry
 - d. Validating claims against procedures
2. Owning an allocation of new invoices which involves:
 - a. Uploading documentation into claims system
 - b. Validating invoices against procedures
 - i. Repair invoices
 - ii. Engineer invoices
3. Recovery team activity
 - a. Updating liable party acceptances into claims system
 - b. Preparing recovery bordereaux
 - c. Reconciling recovery receipts
4. Ad hoc administration duties
5. Good communication with the Claims Technicians. Report direct to the Claims Supervisors for any issues

Additional Opportunities

- Understand and experience different business areas e.g. HR, Accounts
- Understand and experience our 'Doing Good' activities
- Any Special projects that may arise
- Language skills. Where the apprentice has previously studied a language (*French, German, Spanish, Italian*) and wants to progress this, we have resources to support

Skills & Experience

- Personable and approachable with good verbal and written communication skills
- Confidence and ability to deal with people across all areas of the business
- Excellent personal organisation, administration, numeracy and literacy skills
- Excellent accuracy and attention to detail
- Experience in working to timescales
- Awareness and recognition of own learning needs and commitment to improvement for own development

- Ability to work independently and also as part of a team, use own initiative and be proactive
- Basic MS Excel, Word and Outlook skills
- Ideally GCSE (or equivalent) passes in Maths & English, or ability to demonstrate evidence of strong administration experience
- Languages (desirable)

Benefits

- Working hours are 8am to 4.30pm with 1 hour lunch break
- Salary will be between £4.30-£5.50 per hour or above dependant on experience and success
- 25 days holiday (plus Bank Holidays)
- Opportunity to receive informal rewards e.g. vouchers
- Company supplies free refreshments and snacks
- Based in the Ipswich office; town centre