

CF Social Work Ltd
4a Gamma Terrace,
Masterlord Industrial Estate,
West Road,
Ipswich IP3 9FF

Job Title: Business Support Apprentice
Level 3 Business Administrator
[Business administrator / Institute for Apprenticeships and Technical Education](#)

CF Social Work is a small company supporting children, young people and families across the East of England. We offer education support for children who are not in school, family support and assessment, independent social work and have a children's home for young people who are currently unable to live with their family.

Role Overview

We are looking for a Business Support Apprentice to work alongside us in our small but busy office as part of the team which supports all of our work in the community with children, young people and families. The apprentice will support all departments therefore the post holder will need to be flexible and focussed on assisting colleagues in pursuit of the overall goals of the company.

Job Description

This is a fixed term position from the commencement of the apprenticeship until completion of the apprenticeship qualification which is expected to be in the region of 18 months in total.

The role is based on 40 hours a week, including study time to complete the mandatory 6 hour weekly protected Off the Job Training study time within those hours to complete the **Level 3 Business Administrator** [Business administrator / Institute for Apprenticeships and Technical Education](#)

Key Duties

- Answering the phone and redirecting calls
- Assisting with the administrative aspects of the Recruitment process – referencing, file creation etc
- Booking and co-ordinating training.
- Monitoring compliance trackers and chasing updates
- Filing of sensitive information
- Photocopying of documents and certificates for all departments
- Using the shared drive to send information to workers
- Post administration
- Stationary ordering and stock control
- Refreshments ordering and stock control
- Making up packs for community work
- Printing and sending information to parents
- Resource collation for education team
- Supporting the arrangement and execution of training days

Desired Skills

- No formal qualifications are required however a good standard of spoken and written English is needed
- Basic knowledge of Windows-based software applications including Word, Excel and Outlook
- Strong communication skills and the ability to build excellent relationships with all customers, team members and management
- Tenacity and positivity with a strong drive to succeed
- Good written, interpersonal and oral communication skills
- Good organisational skills and the ability to work in a pressurised environment, subject to changing workloads and conflicting priorities.
- Ability to multi-task, use initiative and organise the workload to meet deadlines and to work as part of a team.
- Experience of working in an environment requiring attention to detail and accuracy

Desired Personal Qualities

- A team player with a positive attitude who is trustworthy, methodical and dependable. A self-motivated individual looking to increase their knowledge base and engage with all areas of the business.
- Show an awareness of others' roles, responsibilities and requirements in carrying out your role, demonstrating loyalty and commitment to the company and team members
- Able to work on own initiative or with others on tasks with minimum supervision
- An understanding of the sensitive nature of the information we hold and the need to keep this confidential

Qualification's

- GCSE at Grade 4 or above in Maths and English
- Desirable ICT qualification and/or knowledge of Microsoft, Outlook

Entry onto the apprenticeship is subject to a initial assessment to establish course suitability. Ideally applicants should have at least 4 GCSEs including English and Maths at grades 9- 4.

Reward

- **Salary** Minimum of £4.81 per hour National Apprenticeship Minimum wage
- **Holiday** 28 day holiday per year including Bank and Public Holidays

Benefits

- Refreshments
- Free parking
- Health Assured Employee Assistance Programme

To apply for this role, please register your interest by emailing your CV and accompanying letter to: apprenticeships@suffolk.gov.uk