



CORROSION TECHNOLOGY SERVICES EUROPE LTD
"The Complete Solution Providers"

Job description

Job Description – Apprentice Administration Assistant

Corrosion Technology Services Europe Ltd (CTS Europe) is currently looking for an Apprentice Assistant Administration person to join our busy office environment in Mildenhall. The successful applicant will be trained / mentored and helped in their duties.

CTS Europe is a well-established business which has been in business for over 55years.

This represents a great opportunity for the right individual, who will be positive, self-motivated, friendly, proactive, and possesses an “attention to detail” work ethic who will join our excellent office team and contribute to our overall performance.

The Admin Assistant’s main duties will include:

- Ensuring emails are dealt with in a timely fashion.
- Maintaining and updating records, spread sheets, registers.
- Work with others in the office on Tender documents, to deadlines.
- To liaise with production as required
- Liaise with suppliers
- To ensure all documents are checked to avoid errors
- The Assistant Administrator’s role is a key role in the Company that will require the post holder to contribute to the smooth running of the office.

Essential Skills:

- **Information Technology** - Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.
- **Documentation** - Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Draft correspondence writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.
- **Decision Making** - Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.
- **Communications** - Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in

communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.

- **Project Management** - Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.
- **Bespoke Planning and Organisation** - Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.
- **Quality** - Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.
- **Professionalism** - Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.

The Person:

- **Good work ethic** - Having a good work ethic generally means you commit yourself to doing the best job possible at all times. It can mean you possess dedication, responsibility and a positive attitude towards everything your work requires.
- **Attention to detail** - Attention to Detail is the ability to accomplish/complete a task while demonstrating a thorough concern for all the areas involved, no matter how small. This means monitoring and checking work or information, while organizing time and resources efficiently.
- **Clear thought process** - Clear thinkers can articulate ideas in an understandable fashion, work logically through problems, infer valid conclusions, and reflect on and account for small details.
- **Adaptability** - Is able to accept and deal with changing priorities related to both their own work and to the organisation.
- **Personal qualities** - Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.
- **Managing Performance** - Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.

- **Adaptability** - Is able to accept and deal with changing priorities related to both their own work and to the organisation.
- **Responsibility** - Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.

Benefits:

- Salary
- Career growth
- Company Contributory Pension
- Mentorship
- Good Work Environment
- 20 days annual salary + 8 Bank holidays per year.
- No weekend working

Job Type: Full-time

Monday to Friday

| Day | Start | End |
|-----------|-------|-------|
| Monday | 8.00 | 4.30 |
| Tuesday | 8.00 | 4.30 |
| Wednesday | 8.00 | 4.30 |
| Thursday | 8.00 | 4.30 |
| Friday | 8.00 | 13.30 |

You will get half hour (un-paid) lunch.

Each week you shall receive 6 hours of paid mandatory training.

Starting Salary is £5.67 per hour, with further increments possible for good performance.

This Apprenticeship provides a Level 3 Business administration qualification

The apprenticeship will typically take between 12 and 18 months to complete

This administration role may be a gateway to further career opportunities, such as promotion and full-time employment, or senior support roles.

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