



# Level 3 Business Admin Apprentice

## GMA WAREHOUSING & TRANSPORT

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### Job Summary:

**Qualification:** Level 3 Business Administrator: [Business administrator / Institute for Apprenticeships and Technical Education](#)

You will be working towards the Business Administrator Level 3 apprenticeship standard including Level 3 Diploma for the Business Administrator (General Business Administration).

**Place of work:** Central Avenue, Ransomes Europark, Ipswich, IP3 9SL

**Hours:** 40 hours including your 6-hours paid off the job training. 0800-1700hrs (1hr Lunch)

**Salary:** £20,000 per annum

**Holiday Entitlement:** 20 Days + Bank Holidays (x8)

We are recruiting a Business Admin Apprentice who will benefit from exposure to the tactical operations and functions of the business environment which will support the academic learning needs of the successful candidate. Areas of exposure include, but are not limited to booking deliveries, inventory management, logistics & inbound call handling.

### What you will do in your working day:

The company are continuing to develop their apprenticeship programme and are looking to recruit a Business Admin Apprentice for their facilities in Ipswich.

The roles and responsibilities include, but are not limited to:

- To gain an understanding of the operating functions of the Customer Service Department, supporting the apprentice's educational and future career goals
- Developing a working knowledge of business operating platforms, e.g. Transport Management System, Warehouse Management System, etc
- Further developing their working knowledge of Microsoft Office Suite, centring on Excel, PowerPoint, Word and SharePoint
- Provide direct customer support to resolve queries i.e. booking Deliveries, updating ETA's/Late Runners
- Collating and analysing data, reporting findings to team members



- Administrative tasks to aide different teams within the business
- Undertake when required specific projects to improve sales office performance and customer service

### **What to expect at the end of your apprenticeship**

- Successful completion of the apprenticeship course could lead to a permanent role within the company.

## **Requirements and prospects**

### **Desired skills and personal qualities**

- Communication skills, IT skills, Attention to detail, Customer care skills, Problem solving skills, Logical, Team working, Initiative, Good literacy and numeracy, Good practical skills, Enthusiastic, Keen to learn, Conscientious, Self-motivated, Punctual timekeeping, Microsoft Office Skills, Flexibility and resilience.

### **Qualifications**

- GCSE or equivalent 5 GCSE's including Maths and English (Grade A\*-C/9-4) Essential.
- If you don't have a C/4 or above in Maths and English GCSE, you will be required to undertake the Level 2 Functional Skills qualification alongside your apprenticeship learning and achieve this qualification before entering your End Point Assessment.

*If you wish to express your interest in this apprenticeship role, or find out more information please contact: [apprenticeships@suffolk.gov.uk](mailto:apprenticeships@suffolk.gov.uk)*