



CF Social Work Ltd
3-4b K Line House
Masterlord Industrial Estate
West Road
Ipswich
IP3 9SX
www.cfsocialwork.co.uk

Job Role: Business Support Apprentice

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

Company overview:

CF Social Work is a company supporting children, young people and families across the East of England and beyond.

We offer education support for children who are not in school, family support and assessment, independent social work and have children's homes 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 busy office as part of the recruitment team.

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, study time will be supported within those hours to complete the Level 3 Business Administration.

Key Duties

- Answering the phone and redirecting calls
- Filing of sensitive information
- Archiving files / organising archive storage
- Updating systems, checking all documents are computerised.
- Booking e-learning for candidates, downloading certificates and updating files
- Updating compliance checklists
- Sending, chasing and verifying references
- Photocopying/scanning of documents and certificates for all departments
- Using the shared drive to send information to workers
- Post administration
 - Stationary ordering and stock control – as required.

- Creating information pack for candidates/new starters.
- Refreshments ordering and stock control – as required.
- Organising and arranging interviews.
- Supporting the arrangement and execution of induction 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

Reward

- Salary Minimum of £6.40 per hour National Apprenticeship Minimum wage
- Holiday 28-day holiday per year including Bank holidays.

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