

Administration Apprentice

Employer	Reality Family Support Services
Apprenticeship Pathway	Business Administration Level 3
Working Location	24 Tylney Road, Bromley, BR1 2SH
Salary	£8.00 an hour
Working Hours	Monday - Saturday with one day off midweek working hours 9:30am - 5pm
Annual Leave Entitlement	28 days including statutory days
Estimated Start Date	April 2025
Estimated Industry Starting Salary After Apprenticeship	£23,000 per annum
Contact Details	way2work@achievingforchildren.org.uk 020 8831 6353

Job Details

Employer Description:
Child Contact Centre

Job Description:

Working directly for the Director

- Data entry- Inputting client details when we receive details and all contact notes being stored on a secure system. Keeping in line with GDPR.
- Answering calls - Taking bookings and advising clients and their legal reps.
- Inputting confidential notes. Supporting staff with inputting notes and storing on the file.
- Organising diary/taking bookings on the online calendar and confirming with clients.
- Sending emails, print and photocopy items
- Typing letters, reports and other business documents
- Participating in office meetings and taking meeting minutes
- Any other duties required from your manager

What we are looking for:

Skills and Abilities:

- Excellent communication skills with clear spoken English
- Knowledge of customer care, able to deal professionally with personal and telephone callers
- Accurate I.T. skills and knowledge of MS Word and Excel, and the Internet
- Able to work flexibly and independently within a team; asking for and giving support as needed
- Able to understand and respect the importance of confidentiality, both within and outside the workplace
- Aware of Health and Safety and Equality and Diversity

- Able to understand the importance of being punctual and the impact absence has on the effectiveness of the team

Entry Requirements:

- Strong interest in a career in business
- Effective and confident communicator
- Highly motivated
- Enthusiastic in nature
- If you cannot provide certificates for Maths and English, you will be asked to complete your Functional Skills Maths and English as part of the apprenticeship.

Package includes:

- Completely fully-funded qualifications
- Spend at least 6 hours of your contracted working hours studying towards your apprenticeship
- Great progression opportunities

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