

JOB DESCRIPTION

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| Job Title | Apprentice Administrator |
| Department | Various departments available |
| Reporting To | Department Manager |
| Location | Head Office, Sunderland |
| Working Hours | 37.5 hours per week |

Role Summary

Working towards an NVQ in Business Administration as an Apprentice Administrator, you'll work as part of a team dealing with various tasks however your specific duties will depend on the area you work in. You may collate and process a variety of data, input information into spreadsheets or databases, deal with daily post as well as enquiries via telephone and e-mail. You may also be expected to handle confidential documents.

Working in an administrative role requires a strong sense of responsibility, accuracy and attention to detail. With continuous training you will gain various experience and transferable skills which will not only increase your confidence it will also contribute towards your development into other various areas of the Head Office function.

This job description highlights some of the main duties you may be expected to perform as well as some of the skills you will develop from the training and experience you will gain from the apprenticeship programme.

Main Responsibilities

- Answering telephone calls and responding to e-mails appropriately
- Administer incoming and outgoing post
- Ordering stationary and monitoring/updating stock levels as and when required
- Filing and archiving, either manually or electronically
- Processing or producing documentation to a high standard and to deadlines where relevant
- Entering information onto various database systems or other in-house computer systems
- Greeting internal and external visitors to the department in a professional and welcoming manner, either in person or via phone
- Diary management for yourself and possibly other members of your team

PERSON SPECIFICATION

| Qualities | Essential | Desirable |
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| Qualifications & Experience | | <ul style="list-style-type: none"> • 5 GCSE's A – C or equivalent including English and Maths • Work experience in travel industry or office environment |
| Customer Service | <ul style="list-style-type: none"> • Passion to work in a customer focused environment • Ability to build relationships with customers, providing outstanding customer service at all times | <ul style="list-style-type: none"> • Customer service experience |
| Skills | <ul style="list-style-type: none"> • Excellent organisational skills with the ability to prioritise own workload • Ability to use word, excel, & PowerPoint programmes to utilise its key functionalities • Analytical and problem solving skills with a can do attitude • Attention to detail and high levels of accuracy • Strong administration skills with excellent time management skills | |
| Team Work | <ul style="list-style-type: none"> • Enthusiastic and Proactive with the ability to work independently (self - motivated) and as part of a team • Ability to work effectively with people from diverse backgrounds • Strong team player who strives for success for themselves as well as their team | <ul style="list-style-type: none"> • Has worked within teams based at various locations |
| Communication | <ul style="list-style-type: none"> • Excellent verbal and written communication skills • A clear and effective communicator with the ability to liaise with internal and external customers • Effective motivational skills and the ability to remain positive and professional at all times | |
| Values | <ul style="list-style-type: none"> • Commitment to contribute to the growth of the business and the development of the Sales Support area • Ensure that the Hays Travel values are demonstrated at all times and that others follow this standard | |

General

- To be committed and dedicated to completing the customer service Apprenticeship programme within the 12 month timescale, attending all relevant training workshops
- To undertake any other duties that fall into the job criteria
- To conform with all company policies and procedures including Health & Safety
- To treat all employees, customers and suppliers with dignity and respect
- This job description is not intended as an exhaustive list of all duties and responsibilities of the post but simply reflects the key areas involved