

Business Administrator at Level 3



At More Training we go further in fully understanding what it is that our clients want to achieve from their training.

We work as your partner to deliver that vision, developing stronger employees who work well as individuals and as part of a team.

Why work with **Moretraining**?

- We are a market leader in the field of employee development and have delivered our bespoke training for almost 20 years to a growing number of major employers.
- Our success is built on delivering proven results for employers to support their business needs
- Our Trainer Assessors have relevant industry experience, so we know the pressures and opportunities that face businesses.

Employer benefits

- A more efficient and effective communication with clients and stakeholders
- Improved productivity and performance
- Assisting with employee retention, teamwork and motivation
- Helping your workforce feel valued
- Showing customers, you invest in quality improvement

Employee benefits

- Acquiring new knowledge and skills
- Recognition through nationally recognised qualifications
- A career development opportunity
- Improved morale and better job satisfaction



What to expect

Business and Administration includes all aspects of general administration involved in running a business such as controlling documentation, servicing meetings and dealing with customers and may include:

- Producing documents
- Using a variety of software packages
- Co-ordinating events and meetings
- Updating information and managing projects

Overview of the role

Supporting and engaging with different parts of the organisation and interact with internal or external customers.

Details of standard

Occupational profile

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Skills	What is required (advancing key skills to support progression to management)
IT	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.
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts 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.
Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
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.

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.
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.
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
Knowledge	What is required (in-depth knowledge of organisation and wider business environment).
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
Policies	Understands the organisation's internal policies and key business policies relating to sector.
Business fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.
External environment factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.

Behaviours	What is required (Role-model behaviours and positive contribution to culture).
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.
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.

Duration

The apprenticeship will typically take 15 to 18 months to complete.

Level

This apprenticeship standard is at Level 3.

Qualifications

Where a business administrator has not already achieved Level 2 English and Maths, they must do so before taking the end-point assessment.

Career progression

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

20% Off the Job Training

You might have noticed that apprenticeships have changed. As well as the introduction of the levy and other funding changes, Government has also changed how apprenticeships are designed, delivered and assessed. This includes a new requirement that every apprentice spends at least 20% of their time on off-the-job training.

Whether they're upskilling existing staff or using their levy to bring in new talent, our clients always have lots of questions about the 20% off-the-job. It is an opportunity to grow talent with skills that are tailored to your business needs.

The 20% rule doesn't have to mean losing your apprentice for a certain amount of hours per week, rather it means they get time set aside every week to develop. And if you make sure they spend that time wisely we think it'll bring your business real benefits in the long term.

We are used to designing apprenticeship programmes for different clients and making sure the 20% works for them.

End Point Assessment and Process

The Pre-Gateway refers to the learner journey which is supported by us as the training provider in conjunction with the support from the employer. The Gateway triggers the End Point Assessment which we as training provider will ensure that the learner is prepared and ready to progress to this stage. It will test the entire Standard, and be undertaken as follows:

Gateway for the End Point Assessment

The End Point Assessment (EPA) can only be triggered after 12 months of starting the apprenticeship and is dependent on when the employer and training provider decide the apprentice is ready. EPA is typically expected to conclude within 3 months. The employer has the final decision to progress the apprentice to EPA. The apprentice and training provider should feel confident the learning outcomes have been achieved.

Training provider:

Ahead of EPA, the training provider should support the apprentice in meeting the Standard and then judge whether the apprentice has successfully met those learning outcomes to trigger EPA. Level 2 English and maths will need to be completed before triggering EPA. In considering these factors, the training provider is able to advise the employer when the apprentice is ready for EPA for the employer to decide.

Employer:

The employer makes the final decision to progress the apprentice to EPA, by reviewing the Portfolio of Learning and performance of the apprentice in meeting the Standard. The employer confirms whether digital skills have been shown and the apprentice is recognised for on-the-job IT skills. If the employer feels that the apprentice has met the learning outcomes, and is competent in the apprenticeship role, they should progress the apprentice to EPA.

Apprentice:

The apprentice makes every effort to have gained the knowledge, skills and behaviour across the Standard, as demonstrated in their Portfolio of Learning and 1-to-1s. The project is to be completed before the gateway can be triggered. The apprentice must complete Level 2 English and maths before progressing to EPA, if not completed prior to the apprenticeship. The apprentice should be aware of the process for EPA and what should be specifically required of them, agreeing to undertake the EPA.

