



Business Administration Apprenticeship

Reports to: Operational Support Manager (Planner)

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

to participate in an Apprenticeship Programme, attending college and working within the operations team. **I will commit to undertaking the Level 3 Apprenticeship in Business Administration, completing the relevant coursework and assignments on time to a high standard.**

My role at Flagship contributes to solving the housing crisis by facilitating a prompt and efficient repairs and maintenance service for our customers. I embrace and apply the company culture and values. I work 40 hours per week, in the office from 8am until 5pm Monday to Friday when I am not attending college, and I am committed to studying for at least 20% of my working hours, completing course work on time and to a high standard and to pass assessments during and at the end of my apprenticeship.

I am here to provide an outstanding customer service, ensuring that when tenants raise a damp and mould case, it's assigned promptly and effectively to allow Flagship's Operatives to complete the job in a timely manner. I also undertake the work required to schedule more complex repairs and damp and mould cases. I undertake any written work, call handling, clerical and administrative tasks related to the role and work to the priorities, deadlines and goals required to ensure high performance of our repairs service. This also includes booking and resolving Tenant Complaints in a timely manner and recording information accurately across Flagship's operational systems, to support data quality.

My skills and experience include:

- I have GCSE English Level 4 (C) or equivalent.
- Committed to travelling to work location daily or college provider when requested.
- I am inquisitive, have a willingness to learn, listen and to ask questions. I work diligently, with good attention to detail and can record information accurately and follow detailed instructions.
- I am competent in Microsoft applications

It is ideal, but not essential, to have GCSE Maths Level 4 (C) or equivalent.

The skills I will develop include:

Understanding and familiarity with a range of operational digital systems which will include a work scheduling system.

Apprentices will gain a range of transferrable skills, knowledge and behaviors that are required to successfully work in administration.

Ongoing personal development within the Operations Team. Access to training through Flagship Academy.

To learn, lead and apply continuous improvement through the Company Values. To gain industry specific knowledge.