



# Business Administration Apprenticeship

Reports to: Operational Support Manager

## 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 help provide administrative support across a multitude of workstreams including Responsive Repairs, Voids, Priority Works Team, Customer Engagement and the Commercial Team. My role may involve working independently or as part of a team and will include developing, implementing, maintaining and improving administrative services, in order to improve overall efficiency and day-to-day operations.**

## 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.