



Job Description

Job Title:	Business Administration Apprentice
Department:	People and Organisational Development (POD)*
Reports to:	Head of People and Organisational Development
Direct Reports:	N/A
Location:	Rotationally Onsite
Grade:	CA3

*Whilst the host department is POD, this role will rotate across a variety of teams within the People and Engagement Directorate. Specifically the role may work with the following the teams: POD, CEO Office, Colleague & Corporate Engagement, Community Response and Health, Safety and Wellbeing.

Main purpose of the job

To provide all round support within the People and Engagement Directorate to ensure an efficient and effective administrative service to Directors, Heads of Departments, Line Managers, Colleagues and key external stakeholders.

The role is designed to provide hands-on learning experience and gain practical skills from a variety of teams within the organisation and is aligned to the requirements of skills the Business Administrator (level 3) qualification.

Responsibilities

Develop a wide range of skills and competencies to undertake the following responsibilities:

Specific

- Perform a range of business support tasks with attention to detail and confidentiality, following the Mining Remediation Authority's policies.
- Effectively manage multiple inboxes and coordinate diaries to support organisational priorities; prioritising emails and responding when necessary.
- Communicate with colleagues and external contacts to respond to queries, schedule meetings and support the preparation and distribution of documents and reports
- Work with internal and external contacts to arrange meetings, and events for colleagues and stakeholders, supporting coordination and arrangements, including bookings and travel.

- Support note-taking in meetings, ensuring accurate and comprehensive records of discussions and decisions.
- Create and manage action logs and follow up on action items as needed.
- Assist with internal communications, preparing documents and providing administrative support to different teams
- Support with project administration and ensure tasks are completed in a timely manner
- Assist in maintaining and updating records, including employee data and operational documents
- Help create reports, ensuring accurate information is recorded
- Ensure confidentiality, accurate record keeping and governance, in line with our policies and procedures.
- Seek opportunities for improved efficiencies in working practices discussing any suggestions with line manager.
- Participate in training and development activities to gain hands-on experience and relevant qualifications
- Work as one team, sharing skills and knowledge with others, to ensure resilience, appropriate cover and enable duties to be carried out effectively.
- Undertake any other duties as requested.

General

- Act in line with the behaviours and values of the organisation
- Manage your own performance to be accountable for meeting individual, team and corporate objectives
- Act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds
- Actively demonstrate the Mining Remediation Authority's customer service standards expected of your role
- Follow and contribute to the improvement of operational and team processes and procedures
- Assist with the preparation and delivery of the team's objectives, budgets and financial records
- Identify opportunities and implement change leading to team development, system improvement and ensuring good value for money
- Maintain and develop positive stakeholder relationships in order to promote the Authority and assist it to meet its objectives
- Support research and development projects
- Ensure that the Authority's statutory responsibilities are effectively discharged
- Carry out any further reasonable requests from your line manager



Mining
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Person specification

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	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Willing to work towards a Level 3 Qualification in Business Administration • Willingness to learn and develop new skills. 	<ul style="list-style-type: none"> • GCSEs at Grade C and above including English and Maths
Experience and Knowledge	<ul style="list-style-type: none"> • Knowledge and interest in administrative processes with a view to developing a career in Business Administration • Experience of using Microsoft office software, including Word and Excel 	<ul style="list-style-type: none"> • Previous work experience in a customer facing environment • Knowledge of data protection and confidentiality
Skills and Abilities	<ul style="list-style-type: none"> • Excellent organisational skills, with the ability to work accurately to a high standard • Demonstrable skills in written & verbal communication • Resourceful, task focused, able to problem solve and prioritise to meet deadlines • Positive team worker with the ability maintain confidentially • Good time management skills and the ability to work to deadlines • Ability to work at pace and with flexibility • Approaches tasks with energy and enthusiasm – suggesting and implementing new ways of working 	<ul style="list-style-type: none"> • Ability to ability to support report writing, and produce accurate minutes • Ability to work under pressure • Ability to maintain credibility with stakeholders • Customer focused • Proactive self-starter who takes the initiative to identify opportunities to instigate change
Other	<ul style="list-style-type: none"> • Commitment to equality, diversity and inclusion 	