



## JOB DESCRIPTION – APPRENTICE OPERATIONS ADMINISTRATOR

<b>Salary</b>	: £5.00 per hour
<b>Start date</b>	: From 22 <sup>nd</sup> July 2019
<b>Full time</b>	: 18 Month Apprentice Fixed Term Contract of Employment
<b>Hours</b>	: 8:45am – 5:15pm (Monday – Friday)
<b>Holiday Entitlement</b>	: 32 days p.a (including the 8 bank holidays)
<b>Contractual Sick Pay</b>	: Commencing after 6 months' continuous employment
<b>Free Lunch Provided</b>	: Resident Chef provides free daily lunch
<b>Education Requirement</b>	: Educated to at least GCSE standard, including Maths and English
<b>Apprenticeship Qualification</b>	: Business Administration Apprentice – Level 3 (Equivalent to A levels at grades A to E)
<b>Place of Work</b>	: Unit 15, Nepicar Park, London Road, Wrotham, Kent TN15 7AF (not accessible by public transport so driving license preferred but not essential)

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### Summary

Akita Systems Limited is an expanding business to business IT specialist.

Having experienced rapid company growth, we are now looking for a confident and outgoing individual to join our team on a full time, 18-month fixed term basis in the capacity of Apprentice Operations Administrator, reporting directly into the Operations Manager. The successful candidate should enjoy working within a busy reactive environment.

### Main Objectives

To provide a welcoming and efficient service as the first port of call for all visitors to the Company. Ensuring telephone calls are handled in a timely and professional manner. Supporting the Operations Manager in providing a range of business administration services.

The Operations Manager will prioritise and delegate work as appropriate. Support and training will be given in all aspects of the job role, including opportunities to gain experience in all aspects of business administration.

The responsibilities of the position include but are not limited to:

### Primary Responsibilities:

- ❖ Providing office administration support including customer and employee administration support
- ❖ Keeping well-organised files and records of business activity within the operations department
- ❖ Sending and receiving emails
- ❖ Accurately collecting, inputting and processing data into various internal CRM systems (process data from databases and spreadsheets)
- ❖ Keeping computer databases accurate and up to date
- ❖ Prepare meeting rooms ahead of company and client meetings
- ❖ Order and maintain stock of relevant office stationary and other supplies
- ❖ Coordinating tidying of the office in general and arranging necessary repairs

- ❖ Assist with diary preparation for Engineers
- ❖ Support the implementation and maintenance of all office procedures, to include fire alarms/ drills; health and safety and allocated parking
- ❖ Ordering couriers
- ❖ Dealing with new employees – ordering uniform and setting up workstation
- ❖ Liaise with IT Apprentices for stock room maintenance
- ❖ Update internal digital Community Board
- ❖ Filing, scanning and photocopying
- ❖ Reception duties inclusive of:
  - Meeting and greeting visitors
  - Screening and directing incoming calls & taking accurate messages
  - Collecting and distributing post / parcels
  
- ❖ Acting as a personal assistant to the Operations Manager
- ❖ Scheduling appointments and events
- ❖ Liaise with internal Chef regarding weekly menu's
- ❖ Participating in office meetings and taking meeting minutes when required
- ❖ Giving feedback on office efficiency and suggesting possible improvements
- ❖ Being ready for any other administrative tasks as and when required

**Key Skills Required:**

The successful candidate will be expected to demonstrate the following: -

- ❖ Excellent clear and concise telephone manner
- ❖ Ability to be discrete with a confidential and trustworthy approach to work
- ❖ Proficient in using a computer, especially Word, Excel and MS Office
- ❖ High level of professionalism
- ❖ Excellent organisational skills
- ❖ Excellent time management – prioritise and complete tasks fully within an agreed timescale
- ❖ Punctual
- ❖ Excellent attention to detail – accuracy is key
- ❖ Ability to work on own initiative to find solutions
- ❖ A positive 'can do' attitude
- ❖ Ability to work as part of a team
- ❖ Good numeracy skills with a logical, tenacious and methodical approach
- ❖ Ability to cope with pressure
- ❖ Excellent verbal and written communication skills
- ❖ Excellent listening skills
- ❖ Flexible and helpful attitude
- ❖ Self-motivated and able to resolve problems independently
- ❖ Eager to learn and confident to take on new responsibilities

The Company reserves the right to require the candidate to perform other duties from time to time and it is a condition of this employment that the candidate is prepared to do this.

The job description does not form part of the Contract of Employment.

In accepting this position, the candidate warrants that they are entitled to work in the UK without any additional approvals.