

Business Administrator Apprentice

Salary: £24,310 p.a.

Fixed Term Contract for 24 months

Qualification: Business Administration Level 3 with HTP Apprenticeship College

37 hours per week Monday - Friday

Who are we looking for?

We are looking for a Business Administrator Apprentice to join our Customer Repairs team supporting all our Building Maintenance teams and the Customer Repairs Manager.

Candidates must be enthusiastic, good communicators, organised, methodical and able to prioritise multiple demands.

What can we offer?

We can provide you with an opportunity to work across the building maintenance service supporting all the teams we manage as well as a varied portfolio of building types and customers.

We will support you by providing opportunities to train and develop your existing knowledge and skills, as appropriate.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working.

What is the Role

You will be based at one of the Area Housing Offices working as part of the Customer Repairs team, reporting directly to the Customer Repairs Manager.

The Customer Repairs team is within Portsmouth City Council's Building Maintenance service and will be supporting the Repairs team, Building Project team, and M&E team.

You will be required to support the Building Maintenance teams to manage our assets by carrying out a range of administrative duties including raising purchase orders, customer satisfaction surveys, uploading information on our IT systems, and arranging customer appointments for repairs and servicing.

You will be supporting our Customer Repairs Officers during busy periods and act as the main point of contact for tenants, leaseholders, PCC employees and site managers requesting repairs.

As Business Administrator Apprentice you will also be responsible for co-ordinating and allocating recommendations from fire risk assessments and arranging reviews as necessary.

Who is the person?

Your application needs to demonstrate that you:

1. Have excellent customer service skills; you must have a good telephone manner to deliver the high level of customer service.
2. Can work independently, are well organised and able to prioritise and manage multiple demands as appropriate.
3. Have excellent communication skills, including;
 - ability to ask effective questions to gather accurate information about the services requested
 - handing over the right information, to the right people and at the right time
4. Being assertive and challenging while dealing professionally with colleagues, service users, third parties and contractor operatives.
5. Be organised, methodical and have an eye for detail when managing demands received and have the ability to prioritise as appropriate.
6. Able to work as part of a team to ensure a smooth delivery of the service and be flexible in being able to adapt to the needs of the team.
7. Are competent using a variety of IT databases and systems such as the Repairs and Stock Database, , as they will need to be updated with timely, relevant and accurate information.
8. Have a positive attitude towards work, be resilient, embrace change and actively work with your colleagues to improve the service offered to customers.
9. Be able to use information to problem solve, risk assess, ensuring customers and colleagues health and safety.
10. Be willing to work outside of standard office hours, if and, when required

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.

Please also answer the following questions in your application for this apprenticeship:

- **Do you have an education, health or care plan provided by the local authority or have you been in the care of the local authority?**
- **Are you a citizen of the United Kingdom or another country within the European Union (EU) or European Economic Area (EEA)?**
- **Will you have been ordinarily resident in the United Kingdom or another country within the EU or EEA for at least 3 years from current date?**
- **Do you depend on a visa or other permission to reside in the United Kingdom?**
- **If you have answered 'Yes' to the previous question, please describe what type of visa/permission you have.**

You will need to bring in your passport and visa or evidence of immigration permission when you enrol so that we assess your eligibility to receive Government funding for the Apprenticeship programme.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR). Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board. You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.