

Job Description

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Job Title: BUSINESS ADMINISTRATION APPRENTICE

Company/Division: adi Electrical Ltd

Department: Administration

Location: adi Head Office (Kings Norton)

Reporting To: Administration Manager

Job Purpose: To provide comprehensive support with all aspects of day to day clerical and administrative tasks and maintenance of systems and procedures to enable the company to operate effectively and efficiently.

1. Key Responsibilities

- 1.1. Handle incoming and outgoing mail
- 1.2. Answer phone to incoming calls and distribute to correct personnel
- 1.3. Provide reception services to meet and welcome visitors
- 1.4. Deliver customer service to internal and external customers
- 1.5. Collate and report date
- 1.6. Research, retrieve and store information/documentation
- 1.7. Use office equipment to include but not limited to PC, Phone, Photocopier, Scanner, Printer, Fax, etc
- 1.8. Producing and designing documents
- 1.9. Supporting the organisation and co-ordination of meetings and events

2. Customer Service

- 2.1. Provide exemplary service to internal and external customers/clients.

3. Communication

- 3.1. Communicate, to appropriate people, information obtained on such subjects as customer activities, competitor activities, product applications, problems and opportunities in a timely and effective manner.
- 3.2. To utilise company systems to facilitate effective communications: e-mail, telephone and fax.

4. Personal Aspects

- 4.1. To identify and communicate any problems/barriers affecting realisation of potential business or opportunities for improvements to your manager, with suggestions for resolution where possible. Do not wait to be managed.
- 4.2. To be familiar with the Staff Guide, Management Philosophy and Leadership Philosophy and live the Company Values. Be aware and understand the company's policies.
- 4.3. To take responsibility for your own Personal Development Plan (PDP) and assist in documenting good practice.
- 4.4. To carry out any reasonable tasks in accordance with your position, aiming to add value.
- 4.5. To acquire and maintain an appropriate knowledge of adi products, services and customer applications, industry and process knowledge.

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- 4.6. To keep abreast of competitor activity and market conditions, pertinent to your specialisation.
- 4.7. To operate to company and agreed procedures on document handling and other relevant data sheets.
- 4.8. To operate with high integrity at all times.

5. Quality, Environmental, Health and Safety

- 5.1. Ensure all operational procedures, safe working practices and Health and Safety procedures are adhered to.
- 5.2. Be familiar with and adhere to the below company policies and procedures :-
 - 5.2.1. Employee Handbook
 - 5.2.2. Driving for Work Policy and Handbook
 - 5.2.3. Quality Environmental Health and Safety Handbook and associated procedures
- 5.3. Comply with risk assessments and method statements
- 5.4. Always use the PPE specified in risk assessments and method statements
- 5.5. Comply with customer site rules and security procedures as required

6. General Duties

- 6.1. Abide by the principals and practices of equal opportunities as laid down in the company Equal Opportunities Policy.
- 6.2. Be flexible within the broad remit of the post.
- 6.3. Take direction and instruction on priorities from line management, which may vary from time to time.
- 6.4. Carry out any other reasonable projects, tasks or duties to support the business as directed by line management.
- 6.5. Any other duties the Company considers appropriate to your abilities, including duties which would not normally be associated with your job title.

7. Key Performance Indicators

Description of KPI's ; Targets and Objectives	How Measured/Assessed?
Accuracy of documents and data produced	Quality of Work
High volume data entry and output	Output of Work

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8. Person Specification

Requirement	Essential	Desirable	How Assessed?
Qualifications / Education / Training: <ul style="list-style-type: none"> 5x GCSE (or equivalent) at Grade C or above 	Desirable		Via application form and certificates
Skills & Competencies: <ul style="list-style-type: none"> Excellent communication skills, particularly able to write in an engaging manner to suit a variety of audiences Ability to process and interpret information Able to prioritise skills and manage own workload Ability to work flexibly Team player but also able to use own initiative Excellent customer service skills Ability to input, process and interpret data Ability to work to targets and deadlines 	Essential Essential Essential Essential Essential Essential Essential		Via interview
Personal Attributes: <ul style="list-style-type: none"> Creative, comes up with ideas Confident and Self-motivated Ambitious and resilient Ability to make decisions and use own initiative Prepared to learn new skills 	Essential Essential Essential		Via interview
Other: <ul style="list-style-type: none"> Ability to use :- Microsoft Office to include Word, Excel and Outlook Bespoke software Data management software Database software Presentation software eg: Powerpoint Word Processing Software 	Essential Desirable Desirable Desirable Desirable		Via interview

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