

JOB PROFILE

Job Title	Business and Administration Apprentice
Location	Romford
Responsible to	Health & Safety Manager

About Aston Group

Aston Group are a successful Facilities Management and Building Services company in Romford with satellite offices in Dagenham, Walthamstow and UCL. We are an established, family run, privately owned business that has been setting standards for efficiency, innovation and quality for 50 years. We are passionate about providing an excellent service to both our clients and our colleagues, and pride ourselves on our quality of work and reputation. We are immensely proud of our hard working and dedicated team who have been integral to the company's success, and we look forward to working and thriving together.

Job Purpose:

To carry out a full range of administrative tasks in an efficient and effective manner to enable the team to achieve their targets.

Key Tasks & Activities:

- Learning techniques for recording and investigating workplace accidents
- Helping compile monthly Health & Safety Update
- Booking and recording compulsory training
- To make appointments for a range of services.
- Compiling Site Safety Manuals
- Promote an efficient and professional image to all customers and stakeholders, both internal and external maintaining a high standard of customer service at all times.
- To undertake typing of documents as required.
- Deal with day to day telephone enquiries/issues from customers internally and externally, in a timely and professional manner. Sifting out any unwanted calls and ensuring all messages are passed to the relevant personnel.
- To ensure all policies and procedures are followed
- To ensure all office filing is kept up to date, to enable retrieval as and when required
- Any other duties relevant to the job role.

Apprenticeship/Training

An apprenticeship is a full-time position, but one where you'll spend 20% of the time in off-the-job training. The successful candidate will undertake a 12 month **Level 2 NVQ Certificate in Business and Administration** with a local training provider, along with inhouse training from our experts.

Experience/Skills

General

- Ability to provide exceptional customer service, committed to customer satisfaction
- Self-motivated, flexible and enthusiastic
- Excellent written & verbal communication
- Good attention to detail & committed to constantly improving quality of work
- Able to work as part of a team
- Ability to develop good relationships with business & colleagues
- Good general education to O level or equivalent standard
- Understanding of Data Protection and the need for confidentiality

Technical

- Microsoft Excel/Word skills
- Computer Literate
- Administration experience in a busy office/customer focused environment. (Preferred not essential)

Competencies

Personal Growth

Able to show adaptability and take advantage of new ways of doing things in addition to managing own personal learning and development.

Concern for accuracy

Acting to minimise errors and inaccuracies, maintaining high standards of accuracy and correctness in dealing with information and data. Adopting an orderly and precise approach to work paying careful attention to following procedures and ways of working.

Problem Solving

The ability to analyse in a logical way and identify patterns and connections which are not immediately obvious. The ability to sift out the essential elements from a mass of complex information and integrate and synthesize ideas and information into a coherent whole.

Planning & Organising

Ensuring the successful achievement of results through the effective planning and management of resources, which are in line with the organisation's strategic direction. The ability to think through and adopt a clear, sensible step-by step approach to planning and organising work making effective use of time, resources in order to get the job done as effectively as possible.

Team Working

Working collaboratively and sharing information within and across Aston Heating to contribute to the effective delivery of services. Building and maintaining good working relationships with colleagues to foster team spirit, commitment to the team and achievement of shared goals.

Client Service

Focus on discovering and acting on the client's needs. A commitment to putting the client first. Clients may include 'internal' staff and external clients.

Managing Diversity

Respects differences across employees, ensuring that all staff has equality of opportunity in order to fulfil their potential.