

JOB DESCRIPTION

Job title: Business Support Apprentice

Service: Business Development Team

Hours: 37 hours per week / Apprenticeship length 18 – 24 months

Location: Home Based within the East Midlands Region, England

Responsible to: Head of Implementation and Social Value

Summary of job:

We are looking for an enthusiastic and passionate Business Support Apprentice who will work as part of The Business Development Team. The team provides a support function to enable the organisation to achieve its growth objectives. We support the retention of existing work and secure new contracts primarily via competitive tender and trust and grant applications. The Business Development Team leads on the mobilisation of new projects and embedding social value plans across the organisation.

Key tasks and responsibilities:

- Set up, and maintain computerised and manual systems, and produce reports as required.
- Organise, prepare and attend various meetings. Take and distribute minutes, agendas etc.
- Support coproduction by developing feedback forms, consultation, evidencing lessons learned etc.
- Support implementation of social value across the organisation i.e. through workshops, raising awareness via online platforms etc.
- Carry out administrative tasks such as e-mail communications, and updating BDT intranet pages, with support from the manager and communication team draft internal comms relevant to the team's work.
- Word process reports, correspondence and other information and complete filing as required. Record and write up minutes of meetings as required.
- Promote a positive image of Family Action, assisting the team in developing promotional materials and supporting awareness of the team's work and its services.
- Liaise with internal and external stakeholders to support social value implementation across the organisation.
- Support the team with mobilisation tasks such as recruitment, health and safety, populating various documents and plans as required, coordination, management and setting up various meetings.
- Take a lead role in capturing and evidencing the social value impact created by the corporate activities.
- Adhere to the Family Actions confidentiality policy and ensure that confidentiality is maintained at all times.
- Ensure you have an understanding (appropriate to your role), of and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
- Participate in supervision arrangements and team meetings as negotiated and agreed with the service manager.
- To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
- Work flexibly as may be required by the needs of the service and undertake any other reasonable duties as required.

- Work flexibly across BDT functions where necessary, appropriate and feasible
- Undertake Level 3 apprenticeship training framework in Business Administration.
- To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:
 - Being **people** focused
 - Reflecting a ‘**can do**’ approach.
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our service
- Implement Family Action’s Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
- Comply with Family Action’s Health and Safety Policy, and Data Protection Policy and to protect your own and others’ health, safety and welfare.

Person Specification

Education, Qualifications and Background	
1.	5X GCSE’s Grade 4 – 9 (A-C) including Maths and English or equivalent.
2.	Accurate data inputting and typing (30 WPM)
3. Abilities and Skills	
4.	Good word processing and computer skills and some experience of Microsoft 365, Word, Excel, Outlook, PowerPoint, and various databases. Ability to conduct desk top research.
5.	Command of English grammar and spelling and the ability to take and write up minutes of meetings.
6.	A demonstrable understanding of the needs of confidentiality of information regarding all aspects of the Post.
7.	Demonstrable ability to organise and prioritise work to carry out routine daily tests accurately and in a timely manner.
8.	Ability to liaise and communicate clearly and professionally through a variety of mediums with internal and external stakeholders. Excellent interpersonal skills.
9.	Ability to collate, input, analyse data and create meaningful reports. Ability to check for accuracy and give attention to detail.
10.	Ability to work independently, using own initiative and as part of a remote and diverse team.
11.	Ability to coordinate various tasks, meet deadlines and identify opportunities for improvement that support the team’s effectiveness and experience.
12.	Ability to create messages for internal staff and contribute to the development of workshops content, agenda etc.

13.	<p>To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:</p> <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services
15.	Willing to work flexibly.
16.	Proven experience of using Word for Windows, Excel and Access databases, internet, power point, publisher, photo shop and Email.