

**Job description**

**Job Title**: Business Administration Apprentice

**Reports to**: Head of Services

**Overall Aim:**

LinkAble is a charity which provides exciting activities for children and adults with learning disabilities. The Business Administration Apprentice will provide high quality and effective administrative support to the office team in the delivery of group services, to meet set business goals.

**Key Responsibilities:**

1. **Quality Assurance** 
   1. Ensure that all office administration complies with standards, good practice and statutory requirements
   2. Keep accurate and confidential records which evidence elements of the charity’s operation
   3. Ensure that all work is carried out within the required timescales and deadlines.
2. **Administrative Tasks** 
   1. Be responsible for all data inputting, creating of profiles and management of service user files
   2. Support with the allocation of spaces and issuing of confirmations on the holiday schemes and Saturday Groups for children, teenagers and those with complex needs
   3. Promote the services delivered by the charity and news about the charity via social media and local advertising
   4. Support and provide administration for the effective recruitment, induction and training, deployment and support of staff and volunteers
   5. Support the HR Manager providing administration associated with recruitment.
3. **Service Delivery** 
   1. Support the coordination and delivery of weekly and holiday activities
   2. Support the delivery of the Saturday Group attending as a play worker.
4. **Working within the community** 
   1. Assist and support partnerships to enable the successful delivery of LinkAble’s services
   2. Visiting schools and careers fairs to promote LinkAble as an employer and volunteering opportunity.
5. **Confidentiality and Use of Confidential/Personal Data** 
   1. Ensure all your work is within LinkAble’s Confidentiality and Data Protection policies regarding the use of, and divulging of information, personal data, and confidential matters.
6. **General Responsibilities**
7. Assist and support fundraising and other events throughout the year
8. Promote a positive image of LinkAble and learning disabilities within the local community
9. Ensure that your conduct within and outside of LinkAble does not conflict with LinkAble’s professional expectations
10. Attend staff meetings and training as required
11. Participate in regular Support and Development sessions with your Line Manager as required
12. Carry out any other duties that are within the scope and spirit of your role as requested by your Line Manager
13. Maintain positive links with other service providers
14. Work effectively and collaboratively with the relevant statutory and voluntary agencies as appropriate.

All LinkAble staff are expected to be aware of and follow the organisation’s policies and procedures, with particular attention to equality and diversity.

Staff are expected to attend training as necessary to further their knowledge and understanding in relevant areas.

All employees in the organisation are expected to display a high standard of teamwork. This includes cooperating in undertaking work of absent colleagues or assisting others where the workload is particularly high. Accordingly there may be a requirement, from time to time, to undertake other duties.

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The organisation reserves the right to amend this role profile as necessary, after consultation with the post-holder, to reflect changes in or to the job.

**PERSON SPECIFICATION**

You should have a flexible ‘can do’ approach, together with a personal commitment to LinkAble’s values, vision and objectives, demonstrated through your honesty and integrity.

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|  |  | **Essential** | **Desirable** |
| Qualifications & Training | GCSE Maths and English grade C/4 and above |  |  |
| Level 3 qualification in Health & Social care or related subjects |  |  |
| Knowledge | Awareness of local services and resources available to people with learning disabilities |  |  |
| Knowledge of Safeguarding |  | * \* |
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| Skills | Excellent communication skills: verbal and written |  |  |
| Able to adopt a calm approach in high pressure or emotionally demanding situations |  |  |
| Good IT skills & social media |  |  |
| Excellent inter-personal skills |  |  |
| Good organisational / administration |  |  |
| Excellent Time Management |  |  |
| Understanding of commitment to and application of equal opportunities |  |  |
| Qualities | Personal commitment to LinkAble’s values, vision and objectives |  |  |
| Other | Driving Licence/Car owner |  |  |