bksb Administration Apprentice

**Mansfield, NG18 5FB**

**£202.06 p/week**

**The Appointment**

bksb Ltd are a flagship commercial venture for West Nottinghamshire College and, as such, is vital in enhancing the organisation’s innovative and dynamic reputation in the sector.

The core business of bksb is the innovation, production, marketing and sales of functional skills and GCSE assessments and resources for English, mathematics and ICT. The bksb products are currently used and trusted by over 2,000 educational organisations around the UK, as well as many others overseas, to support and develop the skills of millions of learners.

For more information please visit [www.bksb.co.uk](http://www.bksb.co.uk)

**The Post**

This is a great opportunity to join an innovative, dynamic and successful team. As a bksb Administration Apprentice - you will support the bksb team to provide 5 star service to it’s customers.

The ideal candidate will be customer focussed with a friendly, outgoing personality and the confidence to deal with customer queries and colleagues over the telephone and face to face. You will be supported to undertake a Level 3 Business Administration Apprenticeship whilst gaining invaluable on-the-job experience.

The role will require you to take on and work to our values; to achieve excellence in everything we do, taking responsibility for what we contribute every day, and giving respect to clients and colleagues alike.

Main Duties and Responsibilities

* Provide advice and support for all customers on all aspects of bksb products and services.
* Assist with all activity in support mailshots, both in paper format & via email.
* Liaise with customers regarding general and sales enquiries.
* Support with the licence renewals process.
* Provide effective front line support to customers using the bksb products.
* Answering incoming calls and directing the call to the appropriate person where applicable.
* Communicating with customers to obtain purchase order numbers or returned licences.
* To maintain all customer records on CRM and associated files.
* Represent bksb at internal and external events as required.
* To ensure professional and efficient customer service is provided at all times when answering and responding to requests for information on behalf of the bksb.
* Work on own initiative and have excellent organisational skills and maintain strict confidentiality at all times.

**Applicants will be required to attend an Assessment Centre with Vision Apprentices as part of the screening process.**

We are inviting enthusiastic individuals who are committed to learning new skills and knowledge with the appropriate experience, qualifications and personal qualities to apply for this exciting opportunity.

**The Person Specification -**

The employer would like applicants to be able to demonstrate the qualifications, skills, experience and attributes listed below to be considered.

|  |  |  |
| --- | --- | --- |
| **Skills, Qualities & Knowledge** | **Essential** | **Desirable** |
| GCSE Grades A to C or equivalent are essential, specifically Maths and English | ✓ |  |
| IT qualification |  | ✓ |
| Requirement to complete a Business Administration Apprenticeship framework within 15 months of appointment | ✓ |  |
| Excellent communication skills written and verbally | ✓ |  |
| Time management skills | ✓ |  |
| IT Literate | ✓ |  |
| Team player | ✓ |  |
| Administration Skills | ✓ |  |
| Organisational skills | ✓ |  |
| Attention to detail | ✓ |  |
| To work on own initiative | ✓ |  |
| Be able to follow guidelines and instruction | ✓ |  |
| Managing a busy workload |  | ✓ |
| Experience in working in an office environment |  | ✓ |
| Confident |  | ✓ |

**Vacancy Summary**

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| --- | --- | --- | --- |
| **Employer:** | bksb Ltd | **Location:** | bksb Ltd, i2 Centre, Hamilton Way, Mansfield, NG18 5FB |
| **Sector:** | Business Admin | **Framework:** | Apprenticeship Business Admin Level 3 |
| **Duration:** | 15months | **AVoL Ref:** | VAC001260718 |
| **Listing Date:** | 23/06/2017 | **Closing Date:** | 18/07/2017 |
| **Interview Date:** | TBC | **Start Date:** | 01/08/2017 |
| **Weekly Wage:** | £202.06 | **Hourly Rate** | £5.39 |
| **Hours per week:** | 37.5hrs | **Working pattern:** | Monday to Friday 8..30am- 5:00pm |

**Application Information**

In the event that there are excessive numbers of applicants the vacancy may also close earlier than the planned closing date.

**Wages**

The current National Minimum Wage (NMW) rate for apprentices is £3.50. This applies to 16-18 year old apprentices and those aged over 19 in the first year of their Apprenticeship. For all other apprentices the National Minimum wage appropriate to their age applies. The Minimum Wage for Apprentices applies to time spent on the job plus time spent training.