ADMINISTRATION ASSISTANT APPRENTICESHIP LEVEL 2

For new or existing staff

This occupation is found in all sectors and industries and includes all sizes of organisations from small to large businesses. Assistant administrators have a highly transferable set of knowledge, skills and behaviours that can be applied across the public, private and third sector.

Completers may want to progress to
Business Administration Level 3

The assistant administrator is responsible for assisting colleagues with routine duties. These can vary depending on the team structure and size of business. They use digital systems and tools to collate, extract and enter data. An assistant administrator's work can include tasks such as routine data entry and providing support to team members to help ensure that daily activities are carried out within agreed timescales and quality expectations. They may also work, under supervision, more widely in the organisation to meet organisational priorities. They represent the organisation when dealing with internal and or external stakeholders.

In their daily work, an employee in this occupation interacts with colleagues, supervisors, senior managers, clients, customers, contractors, suppliers, service users, and government agencies. Within their organisation they may be asked to work with or act as a point of contact for other departments and colleagues within the organisation such as IT departments, finance and human resources. They must be able to take and respond to feedback from their supervisor in order to meet the needs of the organisation. Assistant administrators are flexible responding to organisational priorities and changing needs. They may have access to sensitive information respecting organisational and personal information.

An employee in this occupation will be responsible for routine administration tasks directed by supervisors providing support to meet the needs of the organisation. Areas of work will be unique to each organisation and to the nature of the role.

Delivery model and duration:
Training is delivered in the workplace
12 months

Ideal for:
- Admin Assistant
- Administrative Officer
- Receptionist
- Business Support
- Office Assistant

The apprenticeship will cover the following core areas:
The broad purpose of the occupation is to carry out routine administration tasks that support operations. The work is carried out under supervision following set procedures for tasks. An assistant administrator is an integral part of the team and organisation responsible for supporting the efficient organisational functions and operations

Benefits to business:
- Fill skills gaps in your organisation
- Keep the business up to date with the latest industry knowledge and innovative practice
- Develop new talent or existing employees looking to progress in their careers
- Benefit from full support from GC

Entry Criteria:
- GCSEs in English and Maths grade 9 -1 or A – G (or Level 1 Functional Skills equivalent). This standard is only available to those learners aged 16-24 on enrolment.

Benefits for learners:
- Combine on-the-job training with academic study to gain the latest technical knowledge and practical industry experience at no cost.
- Gain a valuable, nationally recognised qualification

0345 155 2020
employer.training@gloscol.ac.uk **gloscol.ac.uk/apprenticeships**
Gloucestershire College

ADMINISTRATION ASSISTANT LEVEL 2

Assessment Plan

The following assessment outcomes: Information Management and Data Handling, Administrative Task Delivery and Workflow Management, Stakeholder Communication and Relationship Management, Compliance, Security and Risk Awareness and Professionalism, Wellbeing and Continuous Development must be assessed using a portfolio of evidence as well as at least one of the following- Interview, Presentation, Question and answer, Project or Simulation.

Components

English and Mathematics qualifications completed in line with the apprenticeship funding rules.

Occupational Duties

Communicate with stakeholders, such as internal teams and external organisations, using appropriate methods and professional language. This may include letters, phone, face-to-face, e-mail, video call, online chat functions or digital platforms.

Support internal or external events or meetings, in person or online, following organisational policies and procedures.

Access and store information securely in line with organisational requirements for future use and recovery. For example, physical and or digital filing systems.

Use software packages to collate, input and extract data and information in line with organisational requirements. For example, updating office databases, stakeholder records or notes, finance records, CRM systems or sending mailshots.

Format and input data in line with organisational requirements. For example, redacting information, stakeholder details, expenses, travel and routine reports. Report or escalate errors, breaches or concerns to supervisor or line manager.

Provide support to team members to help ensure that activities are carried out within agreed timescales, budgets and quality expectations. For example, ordering and reporting on office resources or sourcing information. Inform line manager or supervisor on any changes, anomalies or concerns.

Identify, collate and handle data and information from different sources such as business, stakeholder records and delivery notes. Share securely, confidentially and in line with organisational expectations and requirements.

Be aware of the organisation's priorities and activities, and how the role supports these. For example, undertaking routine tasks such as presenting information and producing documents.

Identify issues and escalate problems to others when beyond remit.

Plan and review workload with supervisor to ensure best use of time to complete allocated tasks to deadlines.

Keep up to date with sector developments to enhance skills and follow a continuous professional development plan

0345 155 2020
employer.training@gloscol.ac.uk **gloscol.ac.uk/apprenticeships**
Gloucestershire College