



Follow us on social media:  
@CKCareers



Please Contact: Yasmin Dar, HR Administrator  
Direct line: 01484 242000

Dear Applicant

### **Vacancy for Business Support Apprentice**

We are delighted that you are interested in joining us at C+K. A copy of the Job Description and Person Specification is included in the application pack.

It is important that you read these documents before you submit your application, to make sure that you demonstrate how you meet the Essential and Desirable criteria required for the post. Shortlisting will be carried out based on the information you provide.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974, so you will need to read and policy Recruitment of Ex-offenders and complete Section 9 of the application form.

Shortlisting usually takes place within 10 working days of the closing date. Therefore, if you have been selected to attend interview, you will have heard from us by this time. Unfortunately, due to the volume of applications that we receive, we are not able to contact applicants to inform them that an application has been unsuccessful and we are unable to provide feedback on shortlisting.

We do however, thank all our applicants for the interest, time and commitment they have shown by responding to our vacancies. We will always welcome further applications from unsuccessful applicants for other posts that we advertise.

If you have any special needs arising from a disability and require any of the recruitment information in any other format, or need any other assistance, please let us know.

I hope that having read the job description and personnel specification, you are able to apply for this position and I look forward to receiving your completed application, which should be sent to [charlotte.wood@ckcareers.org.uk](mailto:charlotte.wood@ckcareers.org.uk) by the end of the closing date deadline.

Thank you once again for your interest.

Yours faithfully

**Yasmin Dar**  
**HR Administrator**

**C&K Careers Ltd, Registered Office:**  
24 High Street, Huddersfield, West Yorkshire, HD1 2LR  
Telephone: 01484 242000 Email: [enquiries@ckcareers.co.uk](mailto:enquiries@ckcareers.co.uk)  
[www.ckcareers.co.uk](http://www.ckcareers.co.uk) | [MyDirections.co.uk](http://MyDirections.co.uk)

Registered in England No: 3039360 VAT No: 640 6676 31



Working  
Towards



Affiliate Organisation

## Job Description and Person Specification

**POST:** Business Support Apprentice

**GRADE:** Apprentice will be paid the National Minimum Wage/National Living Wage rate as this applies to their age.

**REPORTS TO:** Operations Manager (Adult Team)

**JOB PURPOSE:** To develop the skills, experience, attitudes and competencies to provide an effective and efficient administrative service across functions at C+K, whilst undertaking and successfully completing a business administrative based apprenticeship programme.

**THE TRAINING:** The apprentice will be expected to participate in on-the-job training and work experience, supported by an accredited apprenticeship programme delivered by the National Business College. The apprentice will work towards a Level 3 Business Administration apprenticeship over an 18-month period. A training plan will be developed, and support provided by a named mentor and line manager.

### Main Duties:

- To provide general administration support across functions at C+K.
- To support reception duties, dealing with enquires from customers and organisations in an effective and timely manner, following company processes and procedures.
- To answer the telephone and email enquires appropriately, demonstrating a high level of customer care.
- To undertake administrative duties including filing, printing, photocopying, preparation of resources, to update and maintain office systems.
- To prepare for online and in-person internal and external meetings, book rooms and arrange refreshments.
- To learn how to use company databases for accurate inputting, updating, reporting to support colleagues, managers and monthly claims for projects.
- Covert raw data/information into appropriate electronic formats e.g. excel spreadsheet.
- To support the Adult Team in responding to referrals and enquires about the programmes in a timely manner.
- To support the Human Resources in the maintenance of employee records and with recruitment activities.
- To support the Finance Team in maintaining their records, orders and management of petty cash.

### Supervisory Responsibilities:

None

### Essential Criteria:

- Capable of achieving a Level 3 Business Administration qualification. Committed to ongoing self-development and training.

- Knowledge of Microsoft programs for word processing, spreadsheets, internet and email.
- Good standard of literacy and numeracy, with strong verbal and written communication skills.
- Genuine desire to support the work of colleagues in the company with business administration tasks, with a positive and enthusiastic attitude.
- Ability to provide excellent customer service.
- Can work flexible, adapt under pressure and meet deadlines.
- Accuracy and attention to detail.
- Organise and prioritise own workloads.
- Able to evidence contribution to effective team working.
- Ability to use own initiative and prioritise own workload.
- To promote equality and diversity in all aspects of work, by respecting diversity, beliefs and cultures.

#### **Desirable Criteria:**

- GCSE grade C/4 in English and maths.
- Experience of working with customers.

#### **Additional Requirements:**

##### **The postholder will:**

- Ensure the Health and Safety of all staff and resources within the postholder's area of responsibility, i.e. delegated responsibility in relation to the nature of the postholder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974 and regulation 12 of The Management of Health and Safety at Work Regulations 1999.
- Undertake such other duties and responsibilities of an equivalent nature, as may be determined by the Chief Executive from time to time, in consultation with the postholder.
- Always carry out duties in such a way as to safeguard and promote the welfare of children and young people and to follow the company's safeguarding policy and procedures.
- Always carry out duties in compliance with the Company's Equal Opportunities Policy.
- Agree that the company will apply for an Enhanced Disclosure from the Disclosure & Barring Service at the point of commencing in the post and on a regular basis as determined by the company, provide evidence of identification to support the application, declare any criminal convictions at the point of application and declare any subsequent criminal conviction so that the company can consider if it adversely impacts upon the postholder's role.
- Demonstrate commitment to and comply with the Company's policy of meeting quality standards and striving for continuous improvement.
- Demonstrate a professional and flexible approach in fulfilling the requirements of the role.

- Avoid disclosing information acquired whilst carrying out duties where such information is of a personal, sensitive or confidential nature, except where essential for the effective performance of those duties in line with data sharing agreements, guidelines on sharing information with third parties and the General Data Protection Regulations.

