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| Employer Details |  |
| **Title of role** | Business Administration Apprentice  |
| **Company Name** | TSG |
| **Nature of Business** | Building services |
| **Employer Address** | TSG HouseCranborne Industrial EstateCranborne RoadPotters BarHertfordshireEN6 3JN. |
| **Description of vacancy** | **Main purpose of job**To support customers and the department with administration duties. To deliver a professional, timely, efficient and friendly service to our customers both internal and external.**Main duties*** To maintain all customer records and documentation.
* To maintain online customer records accurately.
* To help with production and collation of reports for Head of Customer Relations.
* To provide support and assist in answering and resolving customer queries, including opening the post, answering the phone and responding to emails.
* Throughout the apprenticeship, acquire exceptional customer service skills, seeking advice from the wider team when in doubt and gain confidence in resolving queries.
* To comply at all times with the letter and spirit of the company’s health, safety & environmental policy, equality & diversity policy and code on business conduct and behaviour.
* Carry out other duties requested by the jobholder’s line manager from time to time.
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| **Wage:** For more information regarding National Minimum Wage: <https://www.gov.uk/national-minimum-wage-rates> | £7.50ph |
| **Working Week:****\*Please note apprentices need to work a minimum of 30 hours per week****\*Work based Apprenticeship, unless required to attend Maths, English or ICT sessions** | Monday – Friday: 9am-5pm  |
| **Future prospects**  | There will be opportunities for progression and a permanent position subject to performance. |
| **Employer Description:** | TSG is a building services company that has been up and running for 60 years. 90% of the work they do is for Housing Associations, County Councils and London Boroughs. |
| **Employer Website** | <https://www.tsgplc.com/>  |
| About the Candidate |
| **Skills required:** | **Teamwork** Actively contributes to the team and strives to improve teams’ effectiveness through personal commitment. **Planning, Organising & Executing** Be able to understand the priorities, plan and organise the work and manage own time to deliver within the expected timescales.**Customer Awareness** Responsive to the needs of the customer and aims to deliver customer satisfaction.  |
| **Personal Qualities:** | **Communication** Communicates clearly and concisely, impressing others and ensuring understanding of all relevant information in all circumstances. **Adaptability** Responsive and open to changing circumstances whilst continually aiming to deliver a high standard of work. |
| **Qualifications Required:** | For Level 3 Business Administration – Grades A-C (9-4) in Maths and English is essential |
| Additional Detail |
| **Important Other Information**  | Driving licence not required but must be able to travel to the office (located near train station). |
| Key Dates |
| **Closing date** | 14th April 2022 |
| **Interview date** | TBC after application has been reviewed. |