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| Employer Details |  |
| **Title of role** | Business Administration Apprentice |
| **Company Name** | TSG |
| **Nature of Business** | Building services |
| **Employer Address** | TSG House  Cranborne Industrial Estate  Cranborne Road  Potters Bar  Hertfordshire  EN6 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. |
| **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. |