Job Description

Job Title:	Apprentice Administrator
Division:	Repairs and Maintenance
Reports to:	Line Manager, Senior Administrator
Direct Reports:	None
Main Interfaces:	Residents, Clients, Axis Employees

Overall Purpose

To work with the Apprentice team learning the skills and gaining experience of Business Administration whilst studying towards completion of the Level 3 Apprenticeship.

Key Tasks / Activities / Responsibilities

Working alongside an Office Manager to:

- Provide customer service to residents and customers.
- Arrange appointments for residents with trades people in a cost effective and organised manner.
- Dealing with queries from residents and changing appointments.
- Attend Axis Induction, Health & Safety training, Training and College Induction.
- Rescheduling appointments using our planning tools.
- There will be an opportunity to participate in our 'Apprentice Challenge' project.
- Logging current jobs onto our job management system/database.
- Updating and changing information as the job changes.
- Ordering equipment needed for the job.
- Work as an integral team member with other apprentices, Axis operatives, clients, customers, and tenants.
- Keeping all activity logged and up to date in an accurate manner.
- Liaising with staff at customer sites keeping them up to date with progress information.
- Follow the company's policies and procedures at all times.
- Cooperate with colleagues from other departments in a timely manner if and when necessary.
- Provide information to your Line Manager in a timely manner when requested to do so.
- Follow and support policies, procedures, initiatives, and work instructions related to sustainability improvement and environmental compliance.
- Ensure college course attendance is 100% and college absence communicated to your Line Manager and Apprentice Co-ordinator every time you fail to attend college.
- Communicate any absence from work as per your contractual terms and conditions.
- Communicate college requirements for completion of the Level 3 apprenticeship portfolio work with Axis Mentor, Apprentice Co-ordinator, and Line Manager.
- Pass all college exams and projects in each year of college to ensure continued progression in your apprenticeship.

Training

Training and assessment mainly take place in the workplace however there will also be some classroom-based tasks involved.

Additional training will be provided if required.

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Person Specification

Key Knowledge

- IT Literate
- Customer Service
- GCSE 4 & above (A-C) in Maths & English or equivalent

Key Skills

- Excellent telephone manner
- Customer Service focused
- Excellent communication skills
- Ability to identify problems
- Ability to identify customers' needs
- Willing to go the extra mile to deal with a difficult situation
- Ability to prioritise issues
- Ability to meet tight deadlines
- Ability to work under pressure
- Attention to detail
- Team player

Key Experience

- Call centre environment (Desirable)
- Previous Administration experience (Desirable)

Other Key Information

- Excellent work ethic
- Treating others with respect
- All staff have a personal responsibility and accountability to Axis to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment.

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