

# BUSINESS ADMINISTRATION LEVEL 3

Business Administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector.

The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

## WHY CHOOSE INSPIRE ATA?

We work with high-quality training providers to deliver a wide range of training programmes through a blended learning approach that is tailored to each learner's needs. Inspire ATA recruits and employs each apprentice on behalf of the "host" client, enabling us to offer additional support and a better experience for both apprentice and client. We can also offer flexi-job apprenticeships which means we are able to offer short term contracts and other non-standard employment models.

**TOTAL DURATION: 16 MONTHS**

**PRACTICAL PERIOD: 14 MONTHS**

**EPA PERIOD: 2 MONTHS**

**EPA ORGANISATION: INNOVATE**

**ASSESSMENT METHOD: KNOWLEDGE TEST, PORTFOLIO INTERVIEW AND IMPROVEMENT PROJECT PRESENTATION**

## KNOWLEDGE, SKILLS AND BEHAVIOURS THE CORE SKILLS TO BE DEVELOPED INCLUDE:

- Becoming skilled in the use of multiple IT packages and systems relevant to the organisation.
- Learning to write letters or emails in a professional manner, create proposals, perform financial processes, record and analyse data.
- Learning to update and review databases, record information and produce data analysis where required
- Produces accurate records and documents including: emails, letters, files, payments, reports and proposals.
- Makes recommendations for improvements and present solutions to management.



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## KNOWLEDGE

- Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
- Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
- Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisation.
- Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
- Understands the organisation's internal policies and key business policies relating to sector.

## SKILLS

- Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data.
- Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management.
- Maintains records and files, handles confidential information in compliance with the organisation's procedures and coaches others in the processes required to complete these tasks.
- Makes effective, proactive decisions based on sound reasoning and is able to deal with challenges in a mature way.
- Seeks advice of more experienced team members when appropriate.

## BEHAVIOURS

- Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude.
- Takes responsibility for their own work, development and self assessment and accepts feedback in a positive way.
- Demonstrates taking responsibility for team performance and quality of projects delivered.
- Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately.

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