David Allen

Job Description

Job title:	Business Administration Apprentice
Department:	Opportunities to work in several departments across the firm.
Line Manager:	To be confirmed
Line management responsibilities:	None

Aims and purpose of the job
To assist and work as part of the firm's client facing team or one of our business support teams to aid the efficient running of the department on a day-to-day basis, ensuring adherence to policies and procedures whilst delivering an exceptional level of customer service to clients and internal staff members.

To develop and consolidate your knowledge of professional services by undertaking and successfully completing a Level 3 BTEC National Foundation Diploma in Business as part of your apprenticeship.

Generic role duties to include:

Business Administration	
1.	• To deal with incoming and outgoing correspondence. • To manage the accurate recording of information in the back-office systems, including manual and electronic records. To ensure that all records are stored and processed securely and confidentially in full compliance with statutory requirements. • To liaise with previous agents to ensure a smooth transference of client information.
Quality	
2.	• To take full responsibility for all work and tasks assigned to you and to carry out all work accurately, to the highest standard and in accordance with legislation. • To plan, manage and prioritise your own workflow and productivity to ensure personal and team targets and deadlines are achieved. • To maintain and update records in a timely and accurate manner and ensure that their data, information and records are secure at all times, adhering to GDPR legislation. • To assist your line manager to identify ways to improve and develop departmental systems and the client experience.
Communication	
3.	• To answer the telephone within two rings in a polite and courteous manner. • To deal with all communications in a timely manner and ensure they are of a high professional standard using David Allen brand guidelines and templates. • To ensure there is clear communication with your line manager and other team members on work being carried out. • To work closely with other members of the team on specialist projects as and when required.

Development	
4.	• To manage and meet the requirements of your apprenticeship standard within the relevant timescale ensuring your studies are up to date and you pass any assessments at the first attempt. • To maintain your own professional and technical knowledge by attending technical workshops and further training, reviewing professional publications, establishing personal networks, benchmarking state of the art practices, participating in professional societies and business networking meetings.
Central Duties	
5.	• To represent the business when required to ensure positive links, relations and networks. • To show a commitment to equality, diversity, and inclusion (EDI). • To undertake personal development necessary to ensure effective performance in the role. • To participate in relevant and appropriate training and development as required. • To demonstrate the David Allen values of ambition, professionalism, knowledge, integrity, and respect in the work you do and during your appointment.

Method of working
The David Allen Group expects all staff to work effectively, both as individuals and as part of a team, delivering high quality services and support to clients and staff. In doing so, the company expects all staff to display all of the core competencies as defined in the performance and development appraisal arrangements and to conduct themselves in a manner which befits their professional status and responsibilities.

Public relations
Considerable importance is attached to the role the business plays in its various communities. It therefore follows that all staff are expected to work to maintain and develop these relationships at every opportunity by positively promoting the work of the business and the role it can play in supporting the aims of its stakeholders.

This job description is a guide to the work the post holder will be required to undertake. In consultation with the post holder, it may be amended from time to time by the line manager to meet changing circumstances or business needs. Specific targets and objectives will be agreed with the post holder and will be reviewed regularly as part of the performance management arrangements.