



# Business Administration Level 3

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is **expected to deliver their responsibilities efficiently and with integrity** - showing a **positive attitude**.

The role involves **demonstrating strong communication skills** (both written and verbal) and **adopting a proactive approach to developing skills**. The business administrator is also expected to **show initiative, managing priorities** and own time, **problem-solving skills, decision-making** and the **potential for people management responsibilities** through mentoring or coaching others. 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. The **knowledge, skills and behaviours** that the learner will develop as part of this programme are detailed below.

## Knowledge

### The organisation

Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political /economic environment affects the organisation.

### Value of their skills

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.

### Stakeholders

Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaising with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.

### Relevant regulation

Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.

### Policies

Understands the organisation's internal policies and key business policies relating to sector.

### Business fundamentals

Understands the organisation's internal policies and key business policies relating to sector.

## Business fundamentals

Understands the applicability of business principles such as managing change, business finances and project management.

## Processes

Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solution-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.

## External environment factors

Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.

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## Advancing key skills to support progression to management

### IT

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. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.

### Record and document production

Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.

### Decision making

Exercises proactivity and good judgement. Makes effective 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.

### Interpersonal skills

Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.

### Communications

Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.

### Quality

Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging, or complex complaints and is a key point of contact for addressing issues.

### Planning and organisation

Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel/accommodation.

### Project management

Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.



# Behaviours - role model behaviours and positive contribution to culture

## Professionalism

Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity - representing positive aspects of team culture, respectfully challenging inappropriate prevailing cultures.

## Personal qualities

Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.

## Managing performance

Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.

## Adaptability

Is able to accept and deal with changing priorities related to both their own work and to the organisation.

## Responsibility

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. Takes initiative to develop own and others' skills and behaviours.

Once the programme of learning is complete and the learner, employer and Intec agree the necessary Knowledge, Skills and Behaviours have been met, learners will be put forward to the Assessment Gateway and this will trigger the End Point Assessment. This assessment will be carried out with an independent body to ensure the apprentice can demonstrate they have achieved the required standard, this will consist of the following:

Assessment method	Weighting	Duration	To achieve a pass*	To achieve a distinction*
Knowledge test - online multiple choice	20%	60 minutes	60-79%	80%+
Higher (Level 5)	40%	30-45 minutes	60-79%	80%+
Higher (Level 4)	40%	10-15 minutes	60-79%	80%+

\* All assessment methods need to be passed.

\*\* The percentage scored for each of the Assessment methods is to be rolled up into an overall percentage to decide the grade for the apprenticeship using the weighting above.

## Duration

The apprenticeship will take a minimum of 12-15 months to complete dependent on experience. Plus an additional 3 months to complete the End Point Assessment.

## Qualifications

Apprentices without Level 2 English and Maths, will need to achieve these functional skills prior to the end point assessment.