

# Business Administrator Apprentice

<b>Department:</b>	Disability Support	<b>Salary range:</b>	£4.81 per hour
<b>Reports To:</b>	Head of Operations – Disability Services	<b>No Direct Reports:</b>	0
<b>Location:</b>	Hebburn	<b>Level:</b>	Apprenticeship

## The Group

eQS's founding principle is to create a 'business that does good' and the company has been driven by that ethos since 2006. Together, the Group's portfolio of diversity, inclusion and wellbeing businesses comprise the UK's leading Diversity, Equality, and Inclusion (DEI) specialists. Now 100-strong, the eQS workforce are united in a common goal: removing barriers to education, work, and life, and transforming internal cultures to create social and business benefits on a national scale.

Amano is a provider of specialist learning support to disabled students studying in higher or further education, and to apprenticeship learners. Amano is an accredited Disabled Students Allowance provider offering academic student support, our reputation has been built upon a professional, reliable and friendly approach to learner support. Our students and learners report high levels of satisfaction, and our services positively impact their access to, success in, and progression from education.

More information is available here: [Home – EQS](#).

## Key accountabilities & responsibilities:

### The Role

Working within a vibrant and friendly team, the main duties of your role will be dealing with inbound and outbound calls and emails, creating and maintaining student records and allocating students to our consultants.

The Amano approach gives:

- **Student focussed support.**
- Academic support towards **goals and aspirations**
- **Hassle-free** arrangements
- **Student choice** and empowerment
- **Flexibility** in delivery
- **Adaptable support** for changing needs.

## Experience, knowledge, skills, and competencies

### Key Responsibilities:

- Provide personalised learning support administration to the customers.
- Provide general administrative support to the Amano team.
- Effective data management to ensure client data is up-to-date and accurate.
- Maintaining and improving the quality and integrity of our data provided by external consultants.
- Proactively encouraging customer engagement with company services.
- Assisting in developing relationships with learning support consultants and stakeholders over the long term.
- Quality service delivery to customers.
- Participate in meetings, conferences, and project team activities.
- Collaborating with colleagues and consultants to build your knowledge in the disability and wellbeing space.
- Following company policies and procedures relating to health and safety, data protection, and quality management.

### Personal Specification

- Ability to work collaboratively with colleagues, consultants and stakeholders.
- Ability to work across departments within the disability services.
- Able to work autonomously and organise your own work with minimum supervision.
- Ability to work autonomously in a fast-paced environment.
- Ability to integrate with and contribute to a motivated team.
- Have a genuine interest and passion about making a difference.

### Essential Skills and Experience

- Maths, English and ICT, GCSE Grade A-C or equivalent.
- Knowledge of office applications such as Word, Excel, and PowerPoint.
- Clear oral and written communication skills.
- Good numeracy skills

## Our Behaviours

### Our Values

We are looking for candidates who share our values:



#### Be Fearless

Genuine innovation can come from the silliest of ideas. We encourage each other to approach problems **by not worrying about making a mistake** and instead, proposing a ridiculous solution that asks, "why not...?" Channelling **entrepreneurial spirit** with a sense of **dynamism** has formed our **daring** and **confident** team. Because the traditional path does not always work when we are trying to change the world.



#### 1+1= T3am

As individuals our people are unique, talented and important to us, and together we are **formidable**. We **embrace** the **diversity** of the individual and actively encourage **accountability** and **collaboration** towards the common goal. We believe in **inclusivity** and **equality** for all. We support one another by sharing our strengths, so that our weaknesses will fade.



#### We are Impactful

We stick to our motto of being 'a good business that does good'. It is our mission to create a **positive catalyst of change** in people's lives, enabling them to **achieve goals** in education, work and life. In delivering this we are committed to our **responsibility to environmental and social values** and **financial stability**, leaving behind our own unique **legacy**.



#### Continuous Self Development

We believe that every experience teaches us something new and shapes the people we are. Our **listening**, **learning** and **critical thinking** helps make us professional **problem solvers**. It is our duty to help others **grow** and to **inspire** one another through our thirst for taking on **new challenges** with a **can-do attitude**. Our dedication to lifelong learning will support you in being the best you can be.



#### We tell it How it is

We get stuff done. Using our **straight-talking**, **knowledge-based logic** we keep our **focus** on the target. Our simple approach also helps keep things as **accessible** and **inclusive** as possible. In our **open** and **honest** culture we actively keep each other informed. This means we come to a great place to work in every day, alongside down-to-earth people who are **easy to work with**.



#### Work hard Have fun

We **work hard** for what we believe in and put effort into all we do, **celebrating successes** – right down to the everyday victories. It's important to have a **sense of humour** with all that work and life can throw at you, which means it's our **priority to maintain a healthy work-life balance** for our team. This shared attitude just makes us even more **proud of what we do** and why we do it.

### Benefits:

We offer 25 days' holiday and an employer's pension contribution of up to 5% of salary. We also offer a generous well-being and benefits package for all employees upon successful completion of probation including:

- Life assurance
- Enhanced pension scheme
- Healthcare and wellbeing
- Retail discounts
- Cycle to work scheme

## Selection Criteria

A = Application form

P = Presentation

PI = Panel interview

Heading	Selection Criteria	Assessment Method
1. Knowledge	<p>Basic understanding of disability and wellbeing and passion for the subject matter</p> <p>Experience with and competent in using MS Office</p> <p>Ability to use systems for data entry</p> <p>Ability to work in a fast-paced environment with a strong customer service ethos.</p>	A, P, PI
2. Interpersonal and communications	<p>Excellent customer service and customer relationship skills</p> <p>Good professional spoken and written communication skills.</p> <p>High standards of accuracy and attention to detail</p> <p>Good people skills and ability to work collaboratively with colleagues across business functions.</p> <p>Ability to work with external stakeholders.</p>	A, P, PI
3. Initiative and independence	<p>Ability to organise, prioritise and schedule work within an agreed set of priorities or work programme</p> <p>Ability to multi-task in a fast-paced environment</p>	A, P, PI

	<p>Effective problem-solving techniques</p> <p>Proactive approach and able to use initiative to make things happen</p> <p>Committed to high standards of quality.</p> <p>Strong customer service skills</p> <p>Ability follow business processes.</p>	
<p>4. Team working</p>	<p>Experience of working as part of a team; working collaboratively with colleagues to deliver outcomes.</p> <p>Flexible and receptive to change.</p> <p>Ability to develop and maintain strong, effective and professional working relationships.</p> <p>Ability to work across teams including external stakeholders.</p>	<p>A, P, PI</p>