

You will provide a high level of administrative support that contributes to the Exec Support Team delivering an efficient and effective service in a fast paced environment.

**What are my key responsibilities?**

Act as the initial point of contact for colleagues, customers, partners and the general public, fostering good relations.

Ensure accurate file management, reporting and accounts of information using whg’s IT systems and databases.

Support the team with all administrative activities in an accurate and timely manner. This will include, but is not limited to, booking and managing conferences and events, travel and accommodation, meeting management and raising and concluding purchase orders.

Assist in reviewing working practices on a regular basis ensuring continuous improvement and a high level of service to our customers.

Work in accordance with whg policies and procedures.

Act at all times in the interests of whg and its customers.

Actively promote and demonstrate whg’s values.

**Business Administration Apprentice (Exec Support)**

**Relationships**

You will report to the Executive Assistant but work closely with the Exec Support team as well as senior colleagues across the organisation.

You are required to support and engage with all parts of the organisation, working across teams and at various levels.

**Role Requirements:**

There are certain qualifications and experience that we are looking for to operate effectively as an Apprentice (Exec Support), specifically:

* A Grade 4 or above in Maths and English (Level 2 / GCSE grade C or above, or equivalent).
* A commitment to undertaking a Level 3 qualification in Business Administration.
* Excellent written and verbal communication skills.
* A positive attitude that demonstrates you are self-motivating and accountable.
* The ability to work productively and to achieve high standards of customer service whilst meeting deadlines.
* The ability to use own initiative, managing own time and priorities.
* The aptitude to be flexible and responsive to allow a wide range of skills to be developed during the apprenticeship.
* Good IT skills which include the ability to confidently use all Microsoft Office applications and confidently input, interpret and analyse data adhering to deadlines and targets.
* The ability to work collaboratively with internal colleagues and external organisations/agencies to ensure that individual customer needs are met.
* The ability to coordinate and process requests thoroughly examining information that requires attention to detail in accordance with related policy, procedures and timescales.
* The confidence to challenge current ways of working and make recommendations for improvement.
* Good attention to detail.

You will have a confident and positive approach with the ability to remain calm under pressure and deal with difficult situations in an effective, professional and respectful manner. You will also be self-motivated and accountable with the ability to work across teams.

You will be able to use your own initiative and manage a busy and varied workload, whilst taking responsibility for your own personal and professional development.

**whg’s values and behaviours**

Our People Strategy is underpinned by our values and behaviours that we expect all colleagues to display.

