



Business Administrator

Apprentice

Job description and person specification



Job description – Business Administrator Apprentice

Reporting to the – Learning and Skills Manager

People responsibility:

- Direct reports = 0

Work Location: Hybrid role with the expectation to work across Telford and Stafford.

Summary of role:

This role Business Administrator Apprentice plays an integral part in the People Development and Culture team which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

Your primary focus will be ensuring learning is effectively coordinated, accurately recorded and audit-ready, while promoting a culture of continuous development across the Group.

Alongside this, you will have the opportunity to provide support with wider People Services administrative support across the employee lifecycle, including HR systems updates, onboarding activity and first-line query handling.

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

Learning & Development Coordination

- Act as the first point of contact for general queries, providing clear guidance and effective signposting
- Manage the inbox, training calendar and room bookings
- Coordinate corporate and management induction programmes, including bookings, materials and communications
- Provide support for training events (virtual and face-to-face), including on-site support where required
- Monitor attendance and compliance, escalating risks appropriately
- Upload and maintain accurate learning records, including registers, certificates and evidence

Learning Systems and Compliance

- Own day-to-day administration of the Learning Management System (LMS), ensuring accuracy of content and records
- Provide first-line LMS support and troubleshooting
- Track and maintain compliance and regulatory training, ensuring audit-ready records
- Conduct spot-checks and chase outstanding evidence to maintain audit resilience
- Enrol learners, manage learning requests and communicate progress clearly
- Produce reports to support compliance, workforce planning and learning insights
- Support system improvements, updates and continuous development of the LMS

Online Learning and Continuous Improvement

- Support the development and publication of online learning content
- Work with subject matter experts to ensure learning is relevant, accessible and engaging
- Gather and analyse learner feedback to improve learning effectiveness
- Promote digital learning solutions across the Organisation

General

- Act as a first point of contact for employee and manager queries, providing guidance in line with policies and procedures
- Manage shared inboxes, responding within agreed service levels
- Deliver a professional, responsive and customer-focused service
- Maintain confidentiality and discretion in all people-related matters
- Maintain accurate employee records across LMS and HR systems, ensuring data integrity
- Support data quality checks and continuous improvement of data processes

Employee Lifecycle and Onboarding Support

- Support onboarding processes
- Support with administration across lifecycle processes
- Maintain employee records in line with GDPR and audit requirements.
- Provide administrative support for recruitment campaigns
- Support early careers activity, careers events and onboarding programmes

Coordination, Projects and Continuous Improvement

- Coordinate internal and external training activity and manage associated administration
- Support supplier engagement, purchase orders and training logistics
- Assist with audits, inspections and compliance activity across both L&D and People Services
- Support wider HR projects
- Identify opportunities to improve systems, processes and ways of working.

Additional responsibilities:

- **Health and Safety:**
In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety

Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy “Health & Safety Responsibilities”.

- Responsible for ensuring that all of the Group’s Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual’s remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Business Administrator Apprentice;

- A team working ethos with exceptional collaboration skills which motivate and inspire.
- Able to communicate, support the organisation’s priorities, culture and purpose.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Behaviours and Ways of Working

- Demonstrates Own It by taking accountability and delivering high-quality work
- Demonstrates Improve It by identifying and driving improvements
- Demonstrates Live It through empathy, professionalism and collaboration
- Commitment to Equality, Diversity and Inclusion
- Ability to work at pace while maintaining accuracy

Additional specialist skills and qualifications to be successful in this role:

- Ability to manage multiple priorities and meet deadlines
- Strong organisational and digital skills, including Excel
- Clear and professional communicator, able to explain processes simply
- Strong customer-focused approach with a proactive, solution-oriented mindset

- Ability to build effective working relationships across teams
- Competent numeracy and literacy at GCSE C or above (Grade 4) or equivalent

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Business Administrator Apprentice.

You will be required to complete continuous professional development, to further support your role and the Group.