



<https://www.avant.ac.uk/apprenticeships/reception-hull/>

Reception and Administration Assistant – Avant (Hull)

Description

Avant Skills Academy is looking for a proactive, outgoing, motivated individual with excellent communication skills who has a positive approach with a can-do attitude. The successful candidate will support the team in the Hull training centre with the day to day operations and will be the first point of contact for visitors to the organisation.

What will the apprentice be doing?

Duties include but are not limited to:

- Answer incoming telephone calls, direct callers, deal with queries, take messages and forward as appropriate
- Check answerphone message daily, dealing and forwarding details as appropriate
- Handle internal and external enquires (including employers and learners, via email, telephone and face to face) providing effective and efficient customer service
- Answer the office intercom, providing the required greeting and ensuring only authorised visitors are granted access to the building
- Greet visitors to the organisation ensure they sign the Visitor Attendance Record and direct appropriately
- Process, record and deliver incoming and outgoing post daily
- Send and receive electronic information
- Provide general administrative support to the team, including filing, photocopying and scanning, meeting organisation and minute taking
- Undertake learner attendance recording and following up with parents/carers/employers

What training will the apprentice take and what qualification will the apprentice get at the end?

Business Administrator Apprenticeship Standard Level 3, including Functional Skills if required.

You will learn the knowledge, skills & behaviours which will support you for your end-point assessment.

You will take part in a combination of activities, such as face-to-face classroom-based sessions, remote learning sessions, work shadowing and online learning, to support your learning and development.

You will be required to undertake training sessions with Avant Skills Academy every other week, throughout the length of the apprenticeship.

Employer

Avant Skills Academy

Annual Wage

£ Competitive - Above the Apprenticeship Minimum Wage - £
The pay may be negotiated and may rise after a probation period has been successfully completed.

Working Week

Monday to Friday, between 9:00am and 5:00pm.

Total hours per week: 37 hours a week

Expected Duration

16 Months

Possible Start Date

December 2024

Date posted

1 November 2024

Apprenticeship Standard

Business administrator Level 3

Apprenticeship Location

48 Jameson Street, HU1 3HB, Hull

Apply:

Apply Now!

At the end of the on-programme learning, you will be required to undertake an End-Point Assessment (EPA) to demonstrate you have met the occupational standard.

This includes:

- Professional discussion
- Scenario Demonstration

What is the expected career progression after this apprenticeship?

With this apprenticeship, should you prove yourself to be the right candidate for the job, you can expect continued employment and excellent developmental and progression opportunities, including potential progression to the following:

- Level 3 Team Leader
- Level 3 Data Technician

Desired skills and personal qualities

- Communication skills
- IT skills
- Attention to detail
- Organisation skills
- Problem solving skills
- Administrative skills
- Number skills
- Analytical skills
- Logical
- Team working
- Creative
- Initiative
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Qualifications

- GCSE or equivalent English (Grade (Grade Minimum C/4)) desirable
- GCSE or equivalent Maths (Grade (Grade Minimum C/4)) desirable
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About the employer

Avant Skills Academy is a leading provider of pre-apprenticeship and apprenticeship programmes, awarded 'Expert Apprenticeship Provider' status by the Department for Education. We deliver Apprenticeship training across Grimsby and North East Lincolnshire, Hull and East Yorkshire in a range of occupational sectors including Business, Data, Digital, Hairdressing, Management and Marketing. We are proactive, passionate and committed. We pride ourselves on our achievements and success, excellent employer and learner feedback, high impact training and development and recognition of our efforts culminating in 95% of employers and 99.5% of learners recommending us