

Job Description

Job Title:	Business Administration Apprentice
Department:	Admin 1
Line Manager:	Admin Supervisor
Line Management Responsibilities:	None

Aims and purpose of the job

To assist and work as part of the Admin 1 department in order to provide an expectational business support service to the David Allen group. To act as the first point of contact for clients, welcoming them to the office and responding to queries in a professional and friendly manner.

Generic role duties to include:

1.	To maintain and update client databases such as APS in a timely and accurate manner, ensuring that client data, information and records are secure at all times.
2.	To deal with incoming and outgoing post when required, namely: <ul style="list-style-type: none">• Scanning incoming post on to a document management system and allocating it to the relevant department.• Reviewing and franking the office's outbound post before issue.
3.	To welcome clients and visitors to the office in a polite, professional, and friendly manner, taking client payments, and collecting their documents if required.
4.	To help respond to all telephone calls directed to the Dalston office, transferring them to the relevant personnel or logging any messages on a call tracker system where necessary. To answer the phone within two rings in a polite and courteous manner.
5.	To help monitor the team's shared mailbox, actioning relevant items and responding to client queries by telephone, email and live chat as appropriate. To help book, manage, and reschedule client appointments for partners, managers, and fee earners as required.
6.	To perform routine admin tasks as requested by all departments.
7.	To help your line manager identify ways to improve and develop the department.
8.	To ensure that your studies are up to date and that you pass any assessments at first attempt.
9.	To manage and meet the requirements of your apprenticeship standard within the relevant timescale.

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Central duties

10.	To represent the business when required to ensure positive links, relations and networks.
11.	To show a commitment to diversity, equal opportunities and anti-discriminatory practices.
12.	To undertake personal development necessary to ensure effective performance in the role.
13.	To participate in relevant and appropriate training and development as required.
14.	To demonstrate the David Allen values of ambition, professionalism, knowledge, integrity, and respect in the work you do and during your appointment.

Method of working

The David Allen Group expects all staff to work effectively, both as individuals and as part of a team, delivering high quality services and support to clients and staff. In doing so, the company expects all staff to display all of the core competencies as defined in the performance and development appraisal arrangements and to conduct themselves in a manner which befits their professional status and responsibilities.

Public relations

Considerable importance is attached to the role the business plays in its various communities. It therefore follows that all staff are expected to work to maintain and develop these relationships at every opportunity by positively promoting the work of the business and the role it can play in supporting the aims of its stakeholders.

This job description is a guide to the work the post holder will be required to undertake. In consultation with the post holder, it may be amended from time to time by the line manager to meet changing circumstances or business needs. Specific targets and objectives will be agreed with the post holder and will be reviewed regularly as part of the performance management arrangements.