



Position: Business Administration Apprenticeship

The Childcare Company / Impact Futures is a leading training provider delivering training in Management, Business Administration and Customer Service qualifications. We currently train around 1500 learners each year that are supported by our passionate and friendly team.

We have an exciting opportunity for a successful candidate to join our team at Head Office in Langley, Berkshire in a Customer Service Apprenticeship.

The role is a blend of 'on the job' and 'off the job' training that dovetails with the tasks you will be required to carry out:

- Off the job training (teaching and study time)
- On the job training (developing and learning new skills)
- Answering the telephone
- Supporting enquires
- Following up enquires
- Converting enquiries
- Interacting with learners, employers and other stakeholders
- Using Microsoft Office, including Excel, Word and Outlook
- Using our internal online system
- Greeting visitors
- Other general office administrative role

The successful candidate will be able to demonstrate their enthusiasm in learning and developing skills to support their employability and social skills and have the commitment and dedication to achieve their Apprenticeship a Level 2 or Level 3 fully recognised qualification and functional skills in Mathematics, English and ICT (unless exemptions apply) within the set timescale.

There is no formal entry requirement for the Intermediate apprenticeship although the successful candidate will achieve a minimum of Level 1 in their assessment tasks for Mathematics and English if they choose to undertake the Advanced Apprenticeship.

If you are looking to gain your qualification and feel you can demonstrate the attributes below and would like to join our exciting, evolving company please forward your CV and a covering email to linda@impactfutures.co.uk



Attributes:

- Embrace online learning
- Motivational and inspiring personality
- Excellent communication skills
- Excellent telephone manner
- Possess good literacy, numeracy and ICT skills
- A team player
- Approachable
- Drive and motivation
- Committed
- Organised
- Self-disciplined

Salary range: £4.00 per hour

Benefits:

- 32 day's annual leave (includes Bank Holidays) - Your Birthday is an additional day leave after 1 year of completed service
- Competitive salary packages dependent on experience and success rates
- Annual full team party
- Monthly staff reward & recognition – evening meal for 2
- Equipment supplied to support role
- 3 x mandatory standardisation meetings per year
- Regular CPD
- Career progression opportunities

The Childcare Company / Impact Futures are an Equals Opportunity employer and welcome applications from all suitability qualified persons regardless of their race, disability, religion/belief, sexual orientation or age.

Job offers are subject to a satisfactory DBS check.