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**Business Admin Apprenticeship L3**

**Hours of work –** Core business hours between 9am and 5pm (Flexible working may become available as candidates make progress within role)

**Hourly Rate –** £5.28

**Holidays –** 24 days’ paid holiday per year as well as bank holidays.

Your Homes Newcastle (YHN) manages homes on behalf of Newcastle City Council (NCC). As well as looking after properties, we also provide a range of services that support our customers both young and old. To find out more about what we do, visit @newsfromYHN or [www.yhn.org.uk](http://www.yhn.org.uk).

**Eligibility**

As part of the recruitment process, priority will be given to applicants who live in a YHN home.

If you have already been employed by YHN as an apprentice or trainee unfortunately you will not be eligible to apply for this programme.

**About the role**

This role at Your Homes Newcastle (YHN) will give you an exciting opportunity to develop your business admin skills whilst working for a large local organisation. Your role will involve providing admin support to one of the many different teams that we have at YHN. You could be working for our Repairs and Construction Team booking appointments and liaising with customers or you could be providing admin support to one of our safe living or housing teams or supporting our senior leaders. You will receive lots of support and training throughout your time and we have a great track record of our apprentices progressing to more permanent employment.

You will get involved in lots of tasks including:

* Providing a range of administrative support and services to the team.
* Maintaining accurate records and information.
* Managing e-mails, calendar appointments, filing and typing as required.
* Liaising with customers to diagnose concerns and find suitable resolutions.
* Interaction with different officers across YHN including front line staff and other stakeholders.
* Dealing with enquiries from both internal and external customers.
* Sending information to customers and staff.
* Using bespoke IT systems.
* Participating in the apprenticeship training and achieving all qualifications.

**About the person**

We are not looking for someone with lots of experience as lots of training will be given, however we will be looking for someone who can demonstrate the following skills and behaviours:

* Being motivated to develop and pass college assignments
* Excellent levels of timekeeping and attendance.
* Excellent level of customer service (polite, friendly, helpful).
* Good level of literacy
* Able to communicate across all levels, with different customers, colleagues and other stakeholders
* Able to plan and work to deadlines.
* IT skills including Microsoft Office skills (Word, Excel, Access) and ability to learn different IT software
* Adhere to company policies
* Enthusiastic about improving services and finding creative solutions to problems
* Work in a professional manner in an office environment in accordance with YHN’s core values.