

JOB DESCRIPTION

Business Administrator Apprentice

Responsible to:	Head of Projects and Process
Immediate Subordinates:	None
Salary:	-

Overview

Based in the North-West, TNP are looking for an enthusiastic and capable Project Administrator to join our dynamic company.

A large proportion of TNP's customer-base is public sector, currently offering services to local authorities, health and education, including provision of managed Wide Area Networks, Local Area Networks, Wireless LAN and Security. Therefore, a candidate with experience of working in, or for, the public sector would be advantageous.

MAIN FUNCTION

To assist differing departments within the company to ensure successful delivery of outputs and smooth collaboration between departments.

To provide admin support to the wider team and assist in the company processes and compliance side of the business

FUTURE PROSPECTS

The future prospects within TNP could potentially be quite broad. Due to the company being medium sized, there is opportunity to work with all departments, and show where you perform strongest. Multiple avenues of development would then be a discussed, incorporating business need, candidate desire, and ability. Once this has been discussed, a more focussed, department-based role can be implemented with the next level of development jointly agreed.

SPECIAL CONDITIONS

A Disclosure and Barring Service (DBS) clearance is a condition of initial appointment and ongoing employment.

CONTACTS

Name/organisation	Reason	Approximate Frequency
Head of Projects and Process	Performance monitoring	Weekly
Head of Projects and Process	Reviews	Quarterly
TNP Internal	Team work	Daily
Customers	Project meetings and general liaison	As Required
Other suppliers	Ensure the delivery of project components	As Required

MAIN DUTIES

1. Dealing with customer queries (written, telephone, and in-person)
2. Scheduling of work (internally and externally)
3. Management of digital files
4. Liaising with internal and external stakeholders
5. Order processing
6. Monitoring and tracking of orders
7. Management of training and competence
8. Note taking

PERSON SPECIFICATION

Criteria	Essential / Desirable	Application form / Interview
Ability to communicate effectively with internal staff and external customers and suppliers	Essential	Application form / Interview
Experience of office systems and procedures	Essential	Application form / Interview
Experience of using a range of standard office ICT applications to include Microsoft Word & Excel, with the ability to learn new software applications	Essential	Application form / Interview
Confident in dealing with customers	Essential	Application form / Interview
Ability to work both independently and as part of a team	Essential	Application form / Interview
Organised	Essential	Application form / Interview
Strong working knowledge of Microsoft Office	Desirable	Application form / Interview
Working knowledge of Microsoft Project	Desirable	Application form / Interview
A full clean UK driving licence	Desirable	Application Form
Commitment to undergo further training through operational requirements and personal development	Essential	Interview