



Apprentice Compliance Administrator

• Salary for studying at NVQ Level 2 £8,177 per year

• Salary for studying at NVQ Level 3 £10,780 per year

Full Time

Bracknell, Berkshire

Do you have the passion and commitment to help people? Are you flexible, adaptable to change and open to new and innovative ways of working? Adviza is a large, vibrant and innovative charity working with vulnerable people and helping them make the best of their lives. Working for us will offer you an interesting and rewarding opportunity to help young people and adults to overcome barriers and enable them to reach their full potential. Providing them with access to information, support, advice and guidance; you will be making a real difference to the lives of adults and young people.

We have an exciting opportunity for an apprentice Compliance Administrator to assist the organisation with a variety of administrative tasks and duties relating to the running of the service; primarily around the National Careers Service Contract.

Main Duties & Responsibilities:

- Undertake administrative tasks necessary to deliver an effective service, including filing, ordering stationery, petty cash, post and sorting deliveries.
- Cover of reception.
- Carry out general administrative tasks such as photocopying, scanning, and sending out of letters and e-mails.
- Answer telephone calls/emails and web enquiries and refer them on to colleagues, taking clear and precise messages as required.
- Uploading of compliant evidence onto the YETI system in a timely and accurate manner.
- Follow up non-compliant records with Team Leaders and Sub-contractors and give them a deadline for remedial action
- Organise and prepare hard copy evidence for archiving.
- To provide a high quality telephone, web and email service to customers, partners and other stakeholders.
- Set up and clear meeting rooms for large meetings and training courses including organising refreshments and IT equipment.
- Undertake other administration duties and responsibilities on a short or long-term basis as required by Adviza (including wider NCS Teams).
- Accurate and timely updating of the YETI database; including ensuring that customer details are current.
- Use of internal finance systems to raise purchase orders and process invoices.
- To highlight to delivery staff customers in need of further support.

We are looking for applicants with:

Skills:

- The ability to demonstrate the potential and willingness to complete the qualifications, which are part of the Apprenticeship.
- Basic keyboard skills and capacity to become an effective IT user.
- Able to take responsibility for own learning and development and apply that learning in the workplace.
- Able to acquire the broad range of skills, knowledge and understanding required in the Apprenticeship.
- Possess willingness to communicate effectively with a range of people.
- Ability to work on own initiative, solve problems and work as part of a team.
- Have a flexible approach.

- Good working knowledge of Microsoft excel and word

Qualifications:

- GCSE maths (or working towards)
- GCSE english (or working towards)

Personal Qualities:

- Friendly
- Approachable
- Respectful
- Supporting
- Prepared to attend off-the-job training.
- Commitment and motivation to succeed in a career in Administration.
- Must be prepared to travel locally.
- Share with Adviza, the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

For details of how to apply for this post and to access a full job description, please apply through Bracknell and Wokingham College <https://www.bracknell.ac.uk/courses/apprenticeships> or 01344 868600 For queries please contact the Adviza Human Resources Team on hr@adviza.org.uk or 0845 217 1367.

Closing date: 20th July 2018

Adviza supports equal opportunities in employment and is a positive about disabilities employer. Every disabled candidate who meets the minimum criteria will be offered an interview. The minimum criteria can be found on the relevant person specification in the application pack.

For an informal chat about the role and working for Adviza, please contact Karen Marshall at karenmarshall@adviza.org.uk or on 0118 402 7050

Our Benefits:

Adviza offers a competitive benefits package including 25 days annual leave which increases to 30 days with service, flexible working arrangements and a commitment to employee learning and development.

