

ROLE PROFILE

ROLE TITLE	Business Administration Apprentice
DEPARTMENT	Support & Service Development
OPERATING ASSOCIATION/ DIRECTORATE	Customer & Communities
RESPONSIBLE TO	Head of Independent Living - Service Delivery
RESPONSIBLE FOR	N/A

ROLE PURPOSE

To provide an efficient administrative and support service to the Independent Living Service Delivery team, including administration of the Lifeline services, Supported Housing, Service Development team and all Independent Living operations.

Project work: As part of our Apprentice Programme, the postholder will also have the opportunity to work as a cohort on a live business problem, scoping, researching, piloting and evaluating.

Through a combination of work shadowing, project work and mentoring, we will support the postholder to develop the professional and technical skills for this role.

ACCOUNTABILITIES /RESPONSIBILITIES

- Supporting with administration across the Independent Living team including booking inductions, leaver forms and training.
- Delivering practical support for the Independent Living team including room bookings, mail merges, information management and data entry.
- Supporting with the efficient administration of procedures for inspections, repairs, maintenance, and customer consultations.
- Supporting with the maintenance of IT systems and databases to ensure records are accurate, timely and accurate processing of data, including tenancy changes and voids information and running reports and other Management Information.
- Supporting with the Independent Living Out of Hours rota and liaising with other Orbit teams and external partners.
- Supporting with maintaining the voids spreadsheet and reporting to operational teams' status of void properties across all Independent Living properties.
- Raising invoices and processing orders across Independent Living teams.
- Any other duties relevant to the role.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS

Essential	<ul style="list-style-type: none">• 5 GCSE at grades (*A-C/9-4) or equivalent including Mathematics and English.• Basic knowledge of Microsoft Word and Excel.• Good written and verbal communication skills.• Basic numeracy, literacy and communication skills.• Good telephone manner.• Ability to work alone with limited supervision.• Attention to detail.• Ability to work under pressure.• Good organisational, planning and time management skills.
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity.

Orbit requires all employees to read and adhere to Health and Safety policies and procedures.

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	