

Role Title: Business Support Apprentice

Role Purpose: Supporting administrative activities across corporate services, helping ensure smooth and efficient back-office operations. Working collaboratively with colleagues to assist with day-to-day tasks, projects, and business activities. Learning to use digital tools effectively, contributing to process improvements, and supporting the coordination of meetings, communication and information flow.

Our core pillars are:



People
Support others, value relationships, promote dignity, encourage development.



Impact
Communicate effectively, adapt, innovate, celebrate success.



Quality
Use evidence, evaluate performance, drive improvement, support digital maturity.



Sustainability
Spot opportunities, manage resources, contribute to long-term resilience.

This role will work to support and contribute to our four core pillars and values as below:

People: You support colleagues with clear, reliable administrative help that enables smooth day-to-day operations

Impact: You contribute to positive service outcomes by completing tasks accurately and helping information flow efficiently.

Quality: You follow processes carefully, maintain accurate records and support continuous improvement across admin systems.

Sustainability: You use resources responsibly, develop your skills and support efficient ways of working that strengthen long-term operations.

OUR PURPOSE

We exist to **support people** with social care needs to **lead the lives they choose**.

OUR VISION

We are a **leading social enterprise** that is highly regarded by our customers for **providing social care support with a difference**.

OUR VALUES



We **think ahead, adapt, flex and focus** to remain a front-runner and make the Leading Lives difference.



We value our **relationships and collective strength** so we can make the Leading Lives difference.



We **grow ourselves, to grow others** to make the Leading Lives difference.

Accountabilities	Measure of success	What you need to know
1. Demonstrating Personal Qualities: Developing self awareness, managing yourself, continuing professional development, acting with integrity		Basics of data handling, confidentiality and GDPR. Digital tools used across corporate services (e.g., MS Office, internal systems). Principles of professional behaviour and workplace conduct. Effective communication techniques for different audiences. Principles of teamwork, collaboration and problem-solving. Customer-focused approaches when supporting internal stakeholders. Corporate systems, filing structures and administrative processes. Basics of planning and service coordination. How organisational values, vision and goals inform daily activities. Basics of continuous improvement, problem-solving and reflective practice. How feedback, data and performance insights support improvement. Importance of safety, compliance and quality in administrative work.
• Completing administrative tasks accurately, professionally and on time. • Managing own workload with guidance, developing organisation and prioritisation skills. • Maintaining accurate records, ensuring confidentiality and data protection compliance. • Acting in line with organisational values, demonstrating reliability, integrity and a positive attitude. • Learning and applying digital tools to improve task efficiency. • Seeking feedback, reflecting on performance, and engaging in continuous personal development	• Tasks completed accurately and within agreed deadlines. • Positive feedback from colleagues, supervisors and stakeholders. • Reduced need for corrections as skills develop. • Accurate, compliant data and record management. • Growing confidence and independence in administrative responsibilities.	
2. Working with others: Developing networks, building and maintaining relationships, encouraging contribution, working with teams		
• Communicating clearly and professionally with colleagues and stakeholders. • Building positive working relationships across corporate services. • Supporting teams with routine tasks, projects and information sharing. • Contributing actively to team meetings and collaborative activities. • Demonstrating flexibility and willingness to help where needed.	• Positive feedback on communication, teamwork and reliability. • Demonstrated ability to work effectively within and across teams. • Increased consistency and clarity in communication and task coordination.	
3. Managing Services: Planning, Resources, People and Performance		

- Supporting the organisation and scheduling of meetings, events and activities. - Maintaining and updating records, files and administrative systems. - Assisting with monitoring tasks, reporting activities and routine data inputs. - Helping coordinate resources (rooms, equipment, documents) for service delivery. - Managing competing priorities with guidance from supervisors.	- Meetings and activities scheduled and supported without issues. - Accurate, timely administrative records and updates. - Reports produced with increasing independence and accuracy. - Demonstrated improvement in managing workload and deadlines.	The organisation's mission, values and strategic direction. How administrative support contributes to broader organisational goals. How strategy is translated into daily operations. The role of data, documentation and coordination in supporting strategy. Basics of performance measurement and reporting.
4. Improving Services: Ensuring the safety of people who use the service, critically evaluating, encouraging improvement and innovation, facilitating transformation		How you act
- Identifying opportunities to simplify or improve administrative processes. - Contributing ideas during team discussions and improvement activities. - Supporting small improvement projects or pilots with supervision. - Using feedback and data to help refine processes or documents.	- Number of improvement suggestions contributed. - Improvements implemented or trialled with measurable benefit. - Reduced errors, delays or inefficiencies in assigned tasks.	You think ahead, adapt, flex and focus to remain a front-runner. You value relationships and collective strength so that you can make a difference. You grow yourself , to grow others Dignity and Respect – you adhere to principles of dignity and respect at all times Shows initiative – you come up with ways of improving how we do things Team Worker - You work with others to deliver results and provide support. Flexible attitude – you are prepared to work flexibly to deliver the service.
5. Setting Direction		
- Support supervisors and teams by organising information that helps plan and prioritise work. - Use data and routine monitoring tasks to highlight small issues or improvements that help guide team direction. - Understand how your administrative work contributes to wider organisational goals and service delivery.	- Reduced need for correction or oversight as your confidence and independence grow. - Clear evidence that your work supports team planning and coordination. - Improved accuracy and consistency in the information used for decision-making.	

Align daily tasks with priorities set by managers, demonstrating growing awareness of how decisions are made.		
6. Creating the Vision: Developing the vision for the organisation, influencing the vision of the wider social care system, communicating and embodying the vision.		
- Understanding the organisation's purpose, values and strategic priorities. - Supporting communication of key messages across teams (e.g., meeting notes, updates). - Helping ensure colleagues have access to the right information at the right time.	- Clear, accurate communication flows across services. - Evidence of improved visibility and understanding of operational priorities.	
7. Delivering the strategy: Framing, developing, implementing and embedding the strategy		
Supporting tasks and processes that contribute to corporate service objectives. Helping prepare documents, reports or materials needed for strategic activities. Maintaining administrative systems that underpin operational delivery. Monitoring routine data to support planning and reporting.	Successful delivery of assigned activities that align with strategic goals. Reliable data, records and documentation supporting decision-making. Visible improvement in capability and confidence over time.	