

# Business Administrator

## Apprenticeship Standard Level 3

**B**usiness administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

**T**he responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

**T**he business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is

also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

### Knowledge

- ◆ The organisation
- ◆ The value of their skills
- ◆ Stakeholders
- ◆ Relevant Legislation
- ◆ Policies
- ◆ Business Fundamentals
- ◆ External Environmental Factors

### Skills

- ◆ IT
- ◆ Record & document production
- ◆ Decision making
- ◆ Interpersonal skills
- ◆ Communications
- ◆ Quality
- ◆ Planning & Organisation
- ◆ Project management

### Behaviours

- ◆ Professionalism
- ◆ Personal qualities
- ◆ Managing performance
- ◆ Adaptability
- ◆ Performance

**Cost** £5,000\* (*levy paying organisations*)



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