

Job Title:	Business Administration Apprentice (Customer Service, Central Admin & H&S Pathway)
Reports to:	Governance and Information Officer
Contract:	Fixed-Term Apprenticeship (approx. 15 months)
Qualification:	Level 2 Business Administration Apprenticeship

Purpose of the Job

To provide high-quality administrative, customer service and health & safety support within Drive's Central Administration team. The role enables the apprentice to gain practical skills across office administration, reception duties, data management and safety compliance—aligned with the Level 2 Business Administration programme.

Main Duties & Responsibilities

1. Reception & First-Point-of-Contact Duties

- Provide a warm, professional welcome to staff, visitors and supported individuals.
- Answer telephone calls, manage enquiries and direct messages appropriately.
- Promote Drive's values and equality principles.

2. Customer Service & Communication

- Respond to email and telephone enquiries promptly and professionally.
- Liaise with colleagues across departments to support day-to-day operations.
- Assist with communication tasks, including sending information and updates.

3. General Office Administration

- Handle incoming and outgoing mail.
- Support ordering, stocking and issuing office supplies and PPE.
- Maintain tidy, safe and organised office spaces and meeting rooms.

4. Information Systems & Documentation

- Update spreadsheets, databases and digital logs accurately.
- Prepare simple business documents (letters, tables, forms).
- Store and retrieve information in line with data protection standards.

5. H&S and Wellbeing Administration

- Support the H&S team with routine administrative tasks, including updating incident logs and compliance trackers.
- Assist with awareness campaigns and wellbeing initiatives.
- Conduct basic mini-audits or checks under supervision.

6. Training & Event Support

- Help coordinate training sessions, attendance lists and follow-up actions.
- Provide support for internal events, meetings and staff engagement activities.

7. Team Support & Continuous Improvement

- Contribute to team discussions and offer suggestions for improving processes.
- Participate in meetings and take notes where appropriate.

Learning & Development

This role is directly mapped to Level 2 Business Administration learning outcomes including:

- Customer service
- Handling mail

- Producing business documents
- Health & safety in a business environment (optional unit)
- Using office equipment
- Maintaining information systems
- Working with colleagues

The apprentice will receive structured support from their training provider and their line manager.

PERSON SPECIFICATION

Essential Criteria

- Friendly, customer-focused manner
- Good communication skills
- Basic IT literacy (Word, email, Teams)
- Good organisational skills and reliability
- Willingness to follow processes and work accurately
- Ability to handle confidential information
- Positive attitude, flexibility and willingness to learn
- Team-oriented approach

Desirable Criteria

- Experience in customer service or reception (any setting)
- Interest in health & safety or wellbeing activities
- Basic spreadsheet or data entry skills
- Confidence using office equipment (printers, scanners, etc.)