

Job Title: Business Administration Apprentice (HR & Learning Pathway)
Reports to: HR Manager
Contract: Fixed-Term Apprenticeship (approx. 15 months)
Qualification: Level 2 Business Administration Apprenticeship

Purpose of the Job

To provide administrative support to the HR, Learning & Development and Wellbeing/H&S functions at Drive, while developing practical skills and knowledge in line with the Level 2 Business Administration qualification.

The role gives the apprentice hands-on experience across HR processes, recruitment administration, training coordination and employee support, enabling progression into HR, Learning & Development or Business Support roles.

Main Duties & Responsibilities

1. Communication & Customer Service

- Act as a first point of contact for the HR team, responding to emails and enquiries in a professional and supportive manner.
- Promote equality, dignity and anti-discriminatory practice at all times.
- Support colleagues through clear, polite and timely communication.

2. Recruitment Administration

- Support the coordination of references, DBS checks and new starter documentation.
- Assist with scheduling interviews and organising recruitment events.
- Update tracking systems and recruitment documents as required.

3. Onboarding & Induction

- Prepare induction materials and ensure new starter paperwork is completed correctly.
- Update personnel files and digital systems in line with GDPR requirements.
- Support colleagues during induction days and training events.

4. Learning & Development Support

- Assist with coordinating internal and external training courses.
- Maintain training records, attendance logs and evaluation forms.
- Support the preparation of training reports (quantitative and qualitative).

5. Data, Reporting & Compliance

- Carry out mini-audits of HR documentation to ensure compliance.
- Support the HR team with preparing routine reports using Word, Excel and digital systems.
- Maintain accurate and confidential records.

6. Wellbeing and Health & Safety Support

- Provide administrative support for wellbeing and staff engagement initiatives.
- Assist the H&S team with maintaining basic compliance logs and awareness campaigns.

7. General Administration

- Produce business documents including letters, spreadsheets, and meeting notes.
- Attend team meetings and take notes where appropriate.
- Contribute ideas to process improvements and service development.

Learning & Development

The duties above directly support the apprentice to meet the required learning outcomes for the Level 2 Business Administration qualification, including:

- Communication in a business environment
- Understanding employer organisations
- Principles of administrative services
- Managing personal performance
- Producing business documents
- Working relationships with colleagues

Training assessors will meet with the apprentice monthly to support progress.

PERSON SPECIFICATION

Essential Criteria

- Genuine interest in HR, people development or learning
- Good written and verbal communication skills
- Basic IT skills (email, Word, Excel, Teams)
- Good organisational skills and attention to detail
- Ability to manage confidential information appropriately
- Willingness to learn and develop new skills
- Positive attitude, proactive approach and team-focused
- Commitment to equality, diversity and inclusion

Desirable Criteria

- Experience in customer-facing or support roles (any setting)
- Interest in wellbeing or staff engagement
- Familiarity with spreadsheets or basic data entry
- Understanding of confidentiality and GDPR