



Position applied for	Apprentice Business Administrator
Reporting to	Office Manager
Employment status	Fixed Term 18 months
Salary range	TBC
Hours:	37.5 hours per week in accordance with the Flexible Working Hours scheme
Location	Salford

Purpose:

The main purpose of this role is to provide a key administrative support function to Frenkel Topping Group, responsible for a variety of tasks to ensure the smooth daily operation of the organisation.

Key Responsibilities

- Updating the CRM system with required information
- Interacting with clients either on the phone or in person
- Answering phones and connecting calls to the relevant department
- Taking phone messages and passing these on
- Undertake reception duties and to receive visitors ensuring they are dealt with promptly and courteously using a professional manner
- Managing and distributing incoming and outgoing post when required
- Completing office tasks for relevant departments:
 - Personal Injury Trust Team
 - Financial Services Team
 - Expert Witness Team
 - Marketing Team
 - Finance & Accounts Team
 - Ascencia Investment Management
 - Compliance Team(and other areas of the business if required)
- Taking ownership of projects when required



**Person Specification: Assessment Key: A=Application Form I=Interview T=Test
E = Evidence**

Area	Requirement (All criteria are Essential unless defined as Desirable)	Assessed by:
Experience	<ul style="list-style-type: none">• Experience in using standard office software products including excel, word, outlook	A/I
Skills & abilities	<ul style="list-style-type: none">• Excellent telephone manner• Ability to multitask• Good communication skills	A/I A/I A/I
Personal Qualities	<ul style="list-style-type: none">• Display self-motivation, drive and enthusiasm• Possess a flexible approach to work• A desire to support vulnerable clients• Be hard working, enthusiastic• Punctual, organised, professional and reliable	A/I A/I A/I A/I A/I
Education and Training	<ul style="list-style-type: none">• Excellent written and verbal communications and numeracy skills• GCSE Maths & English Grade C or above	E E

General Responsibilities

- This job description is current at the date shown, but in consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. It is expected the post holder will when required undertake other duties commensurate with the post and salary grading if required.
- Duties may involve having access to information of a confidential nature that may be covered by the Data Protection Act, be commercially sensitive or relate to client information. In such circumstances confidentiality must be maintained at all times in accordance with the company policies. If you are unclear at any time refer to your manager.
- Undertake all reasonable personal development actively designed to support you in your role.