



City Skills



Business Administrator Apprenticeship Criteria

The Business Administrator apprenticeship requires the development of the following criteria:

Knowledge Test (Knowledge)

Business Fundamentals

- P1 Knows the fundamentals of business, including finances, managing change and project management
- D1 Knows the fundamentals of business, can relate them to their administrative occupation and show how they make an impact

Project Management

- P2 Demonstrates some understanding of project management tools and principles
- D2 Understands and is able to apply a strong grasp of project management tools and principles

The Organisation

- P3 Provides some understanding of the political and economic environment

Stakeholders

- P4 Understands how to manage stakeholders, e.g. clarifying and delivering on expectations
- D3 Understands and follows the principles of stakeholder management

Relevant Regulation

- P5 Demonstrates knowledge of relevant laws and regulation
- D4 Shows a thorough knowledge of relevant laws and regulations

External Environment Factors

- P6 Understand the external factors affecting the organisation
- D5 Shows a deep understanding of the external factors facing the organisation

Project Improvement Presentation (Skills/Behaviours)

Decision Making

P7 Decisions are thought through, using a range of information to make a sound judgement

D6 Decisions are timely and consistently show good judgement

D7 Decisions are continuously made by thoughtfully considering different information and the risks of any action

D8 Decisions are fully evidenced and justifiable

P8 Challenges appropriately and is polite when doing so

P9 Exercises sound judgement when asking for advice by choosing the appropriate time, manner and person

D9 Consistently behaves and seeks advice in a mature way

Processes

P10 Understands and consistently follows the organisation's processes

D10 Understands and follows organisational processes and promotes adherence and improvements

P11 Makes suggestions for small improvements and supports on successful implementation

D11 Able to identify inefficiencies or ineffectiveness in a process and support on successful implementation

Project Management

P12 Effectively plans and manages small projects

D12 Plans and manages a significant project and can describe what made it a success

P13 Able to lead small projects when required

D13 Demonstrates strong leadership skills when managing a project

Portfolio-based Interview (Skills/Behaviours)

Record and Document Production

P14 Records are accurate, rarely require correction and are treated confidentially

D14 Records are consistently accurate and confidential

P15 Recommendations and solutions only need minor improvements

D15 Recommendations are insightful, clearly recorded and results in a clear benefit to the organisation

P16 Supports others in producing documents and can provide examples

D16 Offers to coach others and good performance is recorded in feedback

Quality

P17 Checks own work before submission and makes improvements

D17 Takes ownership for work and applies processes for checking work

P18 Work is largely accurate and meets expectations

D18 Work is consistently accurate and meets the agreed outcomes

P19 Identifies areas for improvement and can justify why

D19 Recommends and implements process improvements

P20 Promotes best practice examples of administration, such as accurate records

D20 Proactively offers to coach others in an area of work and communicates requirements for work

Policies

P21 Understands and follows the organisation's internal policies

D21 Understands and follows the organisations internal policies

Record and Document Production

P22 Consistently behaves in a professional way, showing punctuality, respect for others and personal presentation

D22 Is a role model employee, showing professionalism in their conduct, punctuality, presentation and respect for others, irrespective of background; even in difficult circumstances

P23 Follows the standard of conduct required by the organisation

D23 Can be relied upon to represent the team and be an ambassador for the organisation

Personal Qualities

P24 Regularly shows integrity, reliability, positivity and self-motivation

D24 Always shows integrity, reliability, positivity and self-motivation and successfully encourages others to show more of these qualities

The Organisation

P25 Shows a working knowledge of the organisation's purpose, aims and ways of working, putting it in the context of the local (or sector) environment

D25 Shows a thorough understanding of the organisation's purpose, aims and way of working, putting it in context of the wider economy and political environment

Relevant Regulation

P26 Consistently follows relevant laws and regulations

D26 Champions adherence to relevant laws and regulation within the organisation

External Environment Factors

P27 Understand how the external factors affecting their organisation relate to their role

D27 Shows a deep understanding of how the external factors affecting their organisation relate to their role

D28 Seeks additional information about how those factors are developing

Portfolio-based Interview (Skills/Behaviours)

Interpersonal Skills

P28 Works effectively with a range of people

P29 Influences and challenges peers when necessary

D29 Influences managers as well as peers

D30 Constructively challenges managers, as well as peers, when necessary

P30 Supports others in the organisation and demonstrates coaching skills

D31 Proactively offers to coach others and has had good performance recorded in feedback

Communications

P31 Demonstrates they can communicate clearly, in both written and verbal communication

D32 Communication is consistently clear, both written and verbally

P32 Shows flexibility to different situations

P33 Uses appropriate communication channels dependent on the subject matter

D33 Champions an appropriate choice of communication channels

P34 Demonstrates ability to answer queries effectively from both inside and outside the organisation

D34 Consistently answers queries from both inside and outside of the organisation in a confident way

Planning & Organisation

P35 Plans work and achieves deadlines

D35 Makes plans that efficiently maximise resources and personally ensures results are achieved

P36 Shares areas to improve plans with others

P37 Effectively manages resources and meetings

D36 Improves the management of resources e.g. identifies cost savings or process improvements

P38 Takes responsibility for logistics and can provide examples

D37 Is proactive in taking responsibility for areas of logistics and has excellent examples to demonstrate this

Stakeholders

P39 Demonstrates they have worked with stakeholders to achieve results

D38 Goes beyond expectations to build constructive relationships with stakeholders

Managing Performance

P40 Clarifies requirements and takes responsibility for work produced

P41 Acts with responsibility and delivers their work to the right level of quality without requiring additional supervision and coaching

D39 Shows a strong personal responsibility for all aspects of their work and can work with minimal supervision, whilst adhering to policies, procedures and standards

P42 Asks for feedback and takes feedback on board

D40 Takes feedback on board and continually assesses the quality of their work

Responsibility

P43 Accepts personal responsibility for their own work, delivering their work on time and to the right level of quality

D41 Role model who takes personal responsibility for themselves and peers

P44 Demonstrates ownership and willingness to see work completed

D42 Aims to deliver work within targets and deliver more than required in their role

P45 Applies initiative in developing their own skills and behaviours

D43 Proactively seeks opportunities to develop themselves and shares this learning with others

IT

P46 Demonstrates they can use IT packages, specifically to write letters or emails, and to record and analyse information

D44 Consistently demonstrates they can use IT packages and can provide varied, quality examples

P47 Able to perform tasks relevant to their role using IT packages without supervision

D45 Able to perform tasks relevant to their role using IT packages and can coach others in using IT

Value of their Skills

P48 Understands the structure of the organisation and how their work contributes

D46 Understands the structure of the organisation and is able to discuss how different teams support each other

D47 Understands the contribution their work makes and promotes its value

P49 Identifies their role within the team and value of their skills

D48 Identifies their role within the team and is able to compare their skills with others

Adaptability

P50 Accepts and responds positively to change

D49 Accepts change, evaluates the impact of any change and seeks to use it to improve their work



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