**VACANCY**

**Office Junior - Business Administration Apprenticeship**

**Based at C&G Services Head Office in Stonehouse, Gloucestershire.**

A fantastic opportunity at C&G Services is now available to apply for. The successful applicant will need to be a 16-24 year old prospective apprentice who wishes to commence a career in Business Administration and has a genuine interest in the further education sector. The successful applicant will be expected to work in a dynamic office environment and join a strong team who will share their wealth of knowledge about the administration of multiple training/consultancy events.

Qualification available to apply for: Business Administration QCF/NVQ level 2 or 3 to be trained as a one year Apprenticeship for the ages of between 16-24 year olds. It is desirable to have a full driving licence.

**Profile:**

C&G Services endeavours to be the UK’s leading company focused on delivering excellence and innovation to all industry sectors in skills training and business solutions measured by its continued growth and association with many 'Blue-Chip' organisations.

Utilising our wealth of experience, specialist knowledge and cutting edge technology, we are committed to the highest standards of training, customer service and communication, providing a positive experience for all of our clients. We believe strongly in maintaining and developing the best practices as we continue to grow and evolve in an exciting and ever changing business world.

**Hours: 37.5 hours per week (Mon – Fri)**

**Purpose of Role:**

* Taking enquiries and customer/staff liaison
* Taking general phone enquiries and passing on information to relevant staff
* Booking courses and events
* Updating data on the database, social media platforms and website
* Replying to all email enquiries
* Advising on the services that C&G Services offer
* Meet and greet duties.
* General office duties; copying, scanning, document collation and filing etc.

**Overall:**

The office junior is required to support all head office operations in a professional manner offering an excellent level of customer service to customers and staff.

He/she will understand the daily tasks to be performed in all areas.

His/her brief could be considered under development but should include the following:

* Maintain good standards of customer care
* Ensuring a consistent contribution towards achieving personal and company targets
* Completing day to day duties and prioritising work load.
* Always try to inform and cross sell services to customers

**Desirable skills required:**

* Excellent communication skills.
* Excellent Maths, English and I.T. skills familiar with Microsoft Office suite and Databases.
* Confident, professional, polite and keen to learn.
* Time management skills and well-organised, with a genuine want to get ahead of the rest and willing to learn what our business is all about.
* The successful applicant must have a very professional manner and a smart personal appearance.

**What can happen after the apprenticeship:**

* C&G Services look after those who work hard and strive to achieve, whilst using their own initiative to get ahead. Therefore, after the Business Administration Apprentice there will be further opportunities for continued employment and progression through the company.

