



Business Administrator Level 3

CONTACT NUMBER
0808 100 1155

E-MAIL
INTEC@INTECBUSINESSCOLLEGES.CO.UK

WEBSITE
WWW.INTECBUSINESSCOLLEGES.CO.UK



Business Administrator Level 3 Standard Factsheet

This Programme is designed for those involved in developing, implementing, maintaining and improving administrative services. It is suitable for both those new to the role and those looking to take the next step in their career

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity - showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

**LEVEL
LEVEL 3**

**DURATION
16-18 MONTHS (+ 3 months for
EPA)**

**END POINT ASSESSMENT ORGANISATION
HIGHFIELD ASSESSMENTS**



The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The knowledge, skills and behaviours that the learner will develop as part of this programme are detailed below.



Knowledge

The Organisation	Understand organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation
Value of their Skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how they can help them to progress their career.
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaise with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
Relevant Regulation	Understand laws and regulations that apply to their role, including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
Policies	Understand the organisations internal policies and key business policies relating to sector.
Business Fundamentals	Understand the applicability of business principles such as managing change, business finances and project management.
Processes	Understands the organisations processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solution based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.
External Environmental Factors	Understands relevant external factors e.g. market forces, policy & regulatory charges, supply chain etc. (and the wider business impact). Where necessary, understands the international/global market in which the employing organisation is placed

Skills

IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.
Record and Document Production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and is able to review others' work. Maintains records and files, handles confidential information in compliance with the organisations procedures. Coaches other in the processes required to complete these tasks
Decision Making	Exercises pro-activity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.
Interpersonal Skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge

Skills

Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem solving skills to resolve challenging or complex complaints and is a key point of contact for the addressing issues.
Planning and Organisation	Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers and other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs when appropriate. Takes responsibility for logistics e.g. travel/accommodation.
Communications	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in social media solutions appropriately. Understands and applies social media solutions appropriately. Always answers questions from inside and outside the organisation, representing the organisation or department
Project Management	Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.

Behaviours/Attitudes

Professionalism	Behaves in a professional way, this includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude towards colleagues, customers and key stakeholders. Adheres to the organisations code of conduct for professional use of social media. Act as a role model, contributing to team cohesion and productivity - representing positive aspects of team culture, respectfully challenging inappropriate prevailing cultures.
Personal Qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being proactive and having a positive attitude. Motivates others where responsibility is shared.
Managing Performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs through self-assessments of their work and complies with the organisations procedures.
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others skills and behaviours.

END POINT ASSESSMENT

Once the programme of learning is complete and the learner, employer and Intec agree the necessary knowledge, skills and behaviours/attitudes have been met, learners will be put forward to the Assessment Gateway and this will trigger End Point Assessment. This assessment will be carried out by an independent body to ensure the learner can demonstrate they have achieved the required standard, this will consist of the following:

Assessment Method	Weighting	Duration	To Achieve a Pass*	To Achieve a Distinction**
Knowledge test - Online multiple choice	20%	60 Minutes	60-79%	80% and Over
Portfolio Based Interview	40%	30-45 Minutes	60-79%	80% and Over
Project/Improvement Presentation	40%	10-15 Minutes	60-79%	80% and Over

*All assessment methods need to be passed.

**The percentage scored for each of the assessment methods is to be rolled into an overall percentage to decide the grade for the programme using the weighting above.

Duration: The programme will take a minimum of 16-18 months to complete depending on experience. Plus an additional 3 months to complete the **End Point Assessment**.

Entry Requirements: Organisations will set their own entry criteria and are more likely to select individuals with more interpersonal skills, experience of working with customers in some capacity. Learners must achieve a level 2 English and Maths prior to taking the **End Point Assessment**.

Enabling you to develop, progress and achieve.

