



## JOB SPECIFICATION

# Apprentice Administrator

### THE OPPORTUNITY

During their three-year opportunity at Axis, apprentices acquire meaningful skills as well as qualifications in a study placement. They learn industry standards and best practice from Axis experts ensuring a confident future in their chosen field. Over 350 successful careers have been launched through Axis' structured programme (launched in 2003) which allows successful apprentice graduates to continue to work for us, or to set up successfully on their own. All our Directors started their careers as Apprentices – and apprentices consistently make up 10% of our workforce.

### THE ROLE

An Axis Apprentice Administrator works in the Repairs and Maintenance Division with the Apprentice team learning the skills and gaining experience of Business Administration whilst studying towards completion of NVQ Level 2 & 3 courses and Level 2 & 3 Apprenticeships. You will be providing customer services to residents and customers, arranging appointments and logging and updating jobs on to our systems and databases using our planning tools.

As an Axis Apprentice you must successfully complete your College Course passing all college exams and projects in each year of college; must have a 100% College attendance record; must regularly communicate the requirements for completion of NVQ Level 2 & 3 portfolio work with your Axis Mentor, Apprentice Master and Contracts Manager and must also successfully complete the Axis Apprentice Challenge project.

### ESSENTIAL TO THE ROLE

- IT Literacy
- Experience of Customer Service
- GCSE A-C Maths and English

### ADDITIONAL REQUIREMENTS

- 100% customer focus
- Ability to identify problems and provide solutions
- Willingness to work as a team, meet tight deadlines, work under pressure and to go the extra mile
- Excellent telephone manner and communication skills
- Call Centre/Maintenance experience desirable

"Working as an Apprentice Administrator at Axis opens the door to a whole new world of customer service opportunities. I loved learning and working at the same time."

Axis Apprentice Administrator



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