



# Apprenticeship Standard for Business Administrator Level 3



## Occupational Profile

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike, from the public sector, private sector and charitable sector. 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.

## Responsibilities

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.



## Occupational Duties

| Knowledge                      | What is required                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Organisation               | Understands 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.<br>Knows how they fit within their team and recognises how their skills can help them to progress their career.                                                                                                                                        |
| Stakeholders                   | Have a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations. |
| Relevant regulation            | Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.                                                                                                                                                                                           |
| Policies                       | Understands the organisation's internal policies and key business policies relating to sector.                                                                                                                                                                                                                                                                    |
| Business fundamentals          | Understands the applicability of business principles such as managing change, business finances and project management.                                                                                                                                                                                                                                           |
| Process                        | Understands the organisation's processes. Are able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures and understands how to administer billing, process invoices and purchase orders.                                                       |
| External environmental factors | Understands relevant external factors and the wider business impact. Where necessary understands the international/global market in which the employing organisation is placed.                                                                                                                                                                                   |



## Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer but may typically be five GCSEs at Grade C/4 or higher.

## Cost – £5,000

- If you are a Levy payer, this will come out of your Levy account. If you are a non-levy payer, the government via the DfE will pay 95% of the programme and the remaining 5% will be paid by you within the first 3 months of the programme.
- As of 1st April 2024, if your learner is aged 21 or under and you are a non-levy employer that is classed as a small or medium sized business, the government will pay for the remaining 5% co investment.
- If your learner is 16-18, your company will receive an incentive payment of £1000 which is paid in two instalments to support the learning programme.
- There is no cost to the apprentice.

## Duration

Typically this apprenticeship will take 13 – 15 months dependant on learner requirements.

## Qualifications

Where a business administrator has not already achieved Level 2 or equivalent in English and Maths and are aged 16-18, they must do so before taking the end-point assessment.

## Progression

The administration role may be a gateway to further career opportunities, such as management or senior support roles.