

Job Title: Business Administration Apprentice

Grade: Apprentice Level 2

Created: June 2026

About the Job:

You will be placed within Gloucestershire County Council's Employment and Skills Hub involved in supporting department in their operational services. The Employment and Skills Hub brings together the key employment and skills provision of Gloucestershire County Council, offering an open door for residents and employers who would like information, advice and guidance or support around careers, training, skills, employment and recruitment. Your apprenticeship will start within the Employment and Skills Hub where you will learn how to provide an effective and efficient administrative support to the service, communicating with both internal colleagues and external members of the public, signposting to other services, arranging meetings and supporting colleagues.

You will be offered bespoke and educational training, learning different skills in the roles you undertake, so that you are able to support the needs of the wider team and fulfil your role to the best possible standard.

Benefits:

- You may be offered a position within the team on completion of your apprenticeship
- 100 Free Bus Journeys
- NUS Student Discount Card
- 25.5 Days Annual Leave and 8 public holidays
- Access to other apprentices for support
- A departmental mentor to support you through your understanding of the requirements of the workplace
- Staff discount to a wide range of services and products
- Free Parking
- Gain industry skills and qualifications whilst earning a salary
- The option to join our many Employee Network Groups across the Council

Special Conditions:

- As an apprentice, it is expected that you spend 20% of the working week learning and studying, in small groups or 1-1 with a tutor, at the premises of a learning provider, a college or in the workplace.
- If you have not gained your Maths, English or ICT qualification, you will need to complete these subjects alongside and before finishing your apprenticeship.
- You will be assigned a Trainer/Assessor who will support you with any apprenticeship queries and help you to navigate the modules within your apprenticeship.
- Within each department you will have a mentor who you will support and coach you. They will also meet with you regularly, answer any questions that you have, allocate your work load, identify any areas that you need support in and discuss your performance and progress within your apprenticeship.

Behavioural Attributes:***You will need:***

- A willingness to learn about the role of the council and the values we hold here.
- To be **accountable** and responsible.
- To be **respectful** to your colleagues and stakeholders.
- To display **integrity** and promote honesty and fairness.
- To portray **excellence** in your everyday work.
- To be **empowered** to learn new skills and develop.

This is what we need you to do...

- To support the development of and coordination of the administration process.
- Learn to use relevant Microsoft Office programs (Excel & Word) competently.
- Learn to use bespoke systems to carry out everyday activities.
- Liaise with external and internal customers via email and telephone.
- Prepare documents in a variety of formats e.g. excel spreadsheets, word documents or PowerPoint presentations.

- Provide appropriate administrative support in meetings and workshops. This will include organising the arrangements, preparing agendas and taking notes.
- Assist with stock ordering, management and despatch to relevant service area as required.
- Answer routine enquiries from the public, internal and external partners,, and ensure that enquiries are responded to professionally and relayed accurately and timely to relevant persons
- To ensure confidentiality and GDPR is maintained at all times within in the service area

Principal Contacts:

- Managers – They may delegate you some tasks
- Colleagues – you will work with
- Service Users – You may receive calls from
- Members of the public – you may receive general enquiries from
- Partner Organisations – you may liaise with
- Other Apprentices – you will do workshops with
- Other departments – you may communicate with
- Mentors – will be there for your support
- Learning Coordinators – to assist in your learning and development
- Networking Groups – you can optionally join