

Job Profile

Business Administration Apprentice

Grade: Apprentice Level 2

Date created: October 2025

About the Job

The purpose of this role is to provide administrative and general support to the Forwards Young People team within the Employment and Skills Hub. The Hub brings together Gloucestershire County Council's key employment and skills provision, offering residents and employers a single point of access for information, advice and guidance on careers, training, skills, employment and recruitment.

The post holder will help the team run smoothly by supporting administration, meetings, data entry, communication, calendar management, and workshop activity. This role is suitable for someone who is organised, willing to learn, and interested in developing practical administration skills in a public service environment.

Key responsibilities

- To undertake administrative duties to support the needs of the Employment & Skills Hub teams.
- To facilitate and attend meetings, including booking rooms and venues, sending invites, preparing agendas, taking notes, and recording action points and decisions.
- To manage Outlook calendars and support effective scheduling across the team.
- To learn and use relevant Microsoft Office programmes to support administrative tasks.
- To input accurate data onto relevant systems (CHARMs, LAS, etc) and spreadsheets.
- To respond to and deal with queries, generally by email, while maintaining a high professional standard.

Special Conditions

- To adhere to all organisational Health and Safety policies and procedures and other policies and procedures applicable to employees.
- To provide administrative support across the Employment & Skills Hub Team
- To benefit from development opportunities and a broadening of skills and experience.
- Professionalism and confidentiality must be maintained.
- As part of the apprenticeship, you will work towards completion of the Level 2 Administration Assistant Apprenticeship Standard.
- You must meet the eligibility requirements for this apprenticeship as stipulated by Skills England. This Apprenticeship Standard has an upper-age limit of 24

- To provide support to colleagues and contribute to effective team working.
- Liaise with internal and external partners.
- Provide support for relevant workshops and events, such as Skills Forum and SI events.

Monitoring and ongoing development of outcomes

As part of the annual appraisal process, outcome-based targets will be developed with the post holder to supplement this job profile.

We encourage and welcome applications from people from ALL backgrounds and protected characteristics; applicants will be considered for employment without regard to their race, colour, religion or belief, age, nationality, ethnicity, gender (including pregnancy, childbirth, or other related medical conditions, paternity, or adoption), gender identity, gender expression, sexual orientation, marital status, disability or caring responsibilities.

As a Disability Confident employer, we will guarantee an interview for disabled applicants who meet the essential criteria for the job. Where the evidence shows that 'protected characteristics' are underrepresented in a profession or service, the Council may take 'positive action' to encourage applications for jobs to address this.

The ideal candidate will have

Experience

- Experience of providing information to people using a variety of communication channels.
- Demonstrable administration experience, whether personal or professional, with the ability to work effectively as part of a team.

Knowledge, Skills and Understanding

- Good level of IT literacy in Microsoft Office.
- Verbal communications skills.
- Written communication skills.

Behavioural attributes

- Aligns with [Gloucestershire Employee Values](#) and behaviours.
- Positive and “can do” attitude.
- Ability to work on own initiative and respond quickly to changing priorities.
- Thorough attention to detail and highly organised.
- Ability to communicate effectively.
- Excellent time management and organisational skills.
- Commitment to team working across the service area.
- Flexible and adaptable approach to working and providing information.
- Commitment to continued self-development.
- Willingness to undertake training to support the delivery of new and or changing client services.
- Committed to achieving the best outcomes, taking responsibility, being professionally curious and holding self and others to account.

Education & Qualifications

Essential

- GCSEs or equivalent at grade 4 or above. If the postholder does not already hold grade 4 or equivalent in both maths and English, this can be studied alongside the apprenticeship through completion of Level 2 Functional Skills.

We encourage and welcome applications from people from ALL backgrounds and protected characteristics; applicants will be considered for employment without regard to their race, colour, religion or belief, age, nationality, ethnicity, gender (including pregnancy, childbirth, or other related medical conditions, paternity, or adoption), gender identity, gender expression, sexual orientation, marital status, disability or caring responsibilities.

As a Disability Confident employer, we will guarantee an interview for disabled applicants who meet the essential criteria for the job. Where the evidence shows that ‘protected characteristics’ are underrepresented in a profession or service, the Council may take ‘positive action’ to encourage applications for jobs to address this.