**Apprentice Business Administrator in Property Sales (Gravesend, Kent)**

**REF: MMG**

**Apprenticeship summary**

**Apprenticeship standard Business administrator Level 3 (A level)**

**Annual wage - £14,000**

**Working week - Monday to Friday, 9.00am to 6.00pm. Saturday, 9.00am to 6.00pm. Shifts to be confirmed. (40 hours a week)**

**What will the apprentice be doing?**

***A remarkable opportunity for someone that wants to be involved within the property industry to join an expanding, thriving estate agent Duties will include booking property viewings, dealing with enquiries and dealing with clients face to face and on the telephone.***

***This is a customer-facing role with responsibility for providing the administrative support.***

***Your roles and responsibilities will include:***

* Sales and marketing - marketing available properties
* Registering applicants, booking appointments and viewings where required
* Liaising and dealing with clients on a day-to-day basis (new and current clients)
* Sending and responding to emails
* Managing Files
* Answering phone as required dealing with queries and enquiries
* Adhering to all office systems and company policies
* Maintaining office profile through quality of marketing (window, website & advertising) uniform & punctuality
* Make sure all aspects of lettings meet legal requirements
* Booking and gaining property appraisals
* Filing as required
* Managing your own Inbox
* Ensuring all properties are marketed consistently to the office standard
* Assisting the rest of the team as and when required
* Keeping all forms, brochures and letting materials printed
* Leafleting/prospecting as required
* Data entry – updating details, creating new entries, editing details
* Carrying out basic property research, including marketing procedures through portals, websites and various databases
* Assisting lettings team members
* Diary management
* General Administrative duties
* Provide excellent Customer Services for clients, sellers and buyers
* To be able to organise and plan work in a flexible manner to ensure tasks are prioritised and completed within agreed timescales

***To use appropriate communication and interpersonal skills such as active listening***

***You will be required to know how to manage the relationship with the customer. Know the importance of written, verbal and non-verbal communication (including body language), email, letter, telephone and personal etiquette***.

**What training will the apprentice take and what qualification will the apprentice get at the end?**

Full training will be given leading to a recognised Business Administration Apprenticeship Standard Level 3 Qualification

Full on-the-job training will be delivered

Off-the-job training will be supported by our training provider - Davidson Training UK Ltd

You will complete the Functional Skills in maths and English up to and including Level 2 (if you don't already hold the equivalent)

All training will be delivered within the workplace during working hours

**What is the expected career progression after this apprenticeship?**

* The potential for the right candidate to become a full-time member of the team once they qualification has been completed
* Opportunity to complete additional training courses focussed on the industry once you have completed your apprenticeship

**Desired skills and personal qualities**

* Communication skills
* Attention to detail
* Organisation skills
* Customer care skills
* Team working
* Initiative
* Good level of spoken English
* Ability to deal with people
* Excellent Customer Service
* Good telephone manner
* Build good working relations
* Enthusiasm and common sense
* Personable
* Able to work independently
* Have a good sense of humour
* Confident
* Self-motivated

**Qualifications**

* GCSE or equivalent English (Grade A\*- C or 4-9) ESSENTIAL
* GCSE or equivalent Maths (Grade A\*- C or 4-9) ESSENTIAL

**Things to consider**

It would be desired if you have a car and are able to drive.

You can earn a commission and salary increments will be discussed as you progress through your apprenticeship and will be dependent upon your progress.

In-house training will be given to support specifics of the role. If you have any questions, please contact Davidson Training UK Limited.

Permanent position for the right candidate upon completion of their apprenticeship.

End-Point Assessment conducted by an external provider (project completed at work and a presentation on the project, portfolio interview and knowledge test).

**About the employer**

A family owned and run business, operating from their busy shop front office in the heart of Gravesend town centre.

Our business is a people business, and our clients are generally recommended to us by people who have had a good experience when buying, selling, or renting a property via us in the past. We offer a highly professional service based on local knowledge and expertise. We are dedicated to offering the best possible marketing advice with a personal service and give accurate advice on pricing, advertising and timescales. Our team knows the area well and can advise on regional property trends, local schools, transport links and leisure pursuits in the area. We use a proactive approach and offer our properties to the local, regional and global markets with well thought out advertising campaigns and excellent web presence"