**Apprentice Administrator in Sales & Letting (Clapham, London)**

**REF: OB**

**Apprenticeship summary**

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

**Annual wage - £13,650**

**Working week - Monday - Friday 9:00am - 5.00pm (37.5 hours a week)**

**Great opportunity for someone that wants to be involved within an administrative role within the property and lettings industry. Duties will include daily administrative tasks in the management of properties, answering phones dealing with enquiries and dealing with clients face to face.**

**What will the apprentice be doing?**

**The role will involve:**

* Meet and greet customers/clients entering the office as appropriate
* General administrative duties
* Customer services-based duties
* Answering phone as required and dealing with queries where possible, and/or taking accurate messages
* Dealing with queries and enquiries from clients and processing these
* Data entry including updating details, creating new entries, editing details
* Liaising with new and current customers
* Managing files
* Send emails/letters
* Sales and marketing - marketing available properties
* Social Media
* Carrying out property research, including marketing procedures through portals, websites and various databases
* Putting together, printing and sending out property lists
* Assisting sales team members
* Filing office general office paperwork, sales paperwork

**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?**

There is an opportunity for you to further develop your skills within the property and letting industry.

There are various opportunities available with the employer should you be successful within the progression of your apprenticeship

**Desired skills and personal qualities**

* Communication skills
* IT skills
* Organisation skills
* Customer care skills
* Team working
* Initiative
* Good level of spoken English
* Self-motivated and efficient
* Good telephone manner
* Build good relationships
* Personable
* Punctual
* Independent
* Enthusiastic and positive
* Good sense of humour
* Confident & outgoing

**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**

Unfortunately, we are only processing applicants with Grade 4-9 or A-C GCSE's. It’s VITAL that you check spelling and grammar prior to sending the application across. Poor grammar and spelling could result in the employer rejecting your application.

**About the employer**

Oliver Burn is a long-established, reputable estate agent with offices based in Clapham and Herne Hill, covering property to buy, sell or rent in Clapham, Stockwell, Brixton, Herne Hill, Dulwich and the surrounding areas. They give exceptional service, reliable communication, and trusted advice to help clients to find the perfect home.

<http://www.oliverburn.com/>