**Apprentice Business Administrator in Property Lettings (West Hendon, London)**

**REF: SHP**

**Apprenticeship summary**

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

**Salary £10,982.40 - £12,480 discussed during the interview/selection process.**

**(Rising to £13,312 on 1st April 2024 in line with the National Minimum Wage requirements)**

**Working week - Shifts to be confirmed include Saturdays. 4 days between Monday to Friday, between 9:30am to 6:00pm and Saturday 9:30am to 1:00pm. (40 Hour week)**

**What will the apprentice be doing?**

* General Administrative duties
* Customer Services based duties
* Answering the phone as required and dealing with queries where possible, and/or taking accurate messages
* Data entry - updating details, creating new entries, editing details
* Liaising with new and current customers
* Responding to emails
* Sending new emails
* Dealing with queries from clients
* Managing files
* Processing queries and enquiries
* Social media
* Sales and marketing - marketing available properties
* Carrying out basic property research, including marketing procedures through portals, websites and various databases
* Making appointments for viewings
* Putting together, printing and sending out property lists
* Assisting sales team members
* Diary management
* 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
* Excellent telephone manner
* Self-motivated
* Build good relationships
* Personable
* Enthusiastic
* Confident
* Good sense of humour

**Qualifications**

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

**Things to consider**

Due to the nature of the role, the employer is looking for an apprentice that lives within the local area. This is your opportunity to tell the employer about you, your strengths and make them WANT to interview you! Poor grammar and spelling could result in the employer rejecting your application.

**About the employer**

Established since 1989 in Hendon Central and is a leading competitor in the residential property market covering Hendon, Colindale and surrounding areas. We specialise in Lettings, Sales and Management/Developments, with our wealth of knowledge and experience of our market we are one of the founding agents in the area.