**Tele-sales / Business Admin development Apprentice (Canary Wharf)**

**REF: CB1**

**Apprenticeship summary**

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

**Annual wage - £14,000 a year – Plus uncapped commission**

**Working week - Monday - Friday between 9.00am - 5.00pm (35 hours a week)**

**What will the apprentice be doing?**

***We are currently looking for vibrant apprentices to join our team.***

***If you’re determined to succeed, have a positive attitude and know when to ask for help, then we can train you in the knowledge needed to be a success!***

***We are a business consultancy who specialises in providing an integrated range of services. Whilst the company started as recruitment firm, it experienced immediate success and rapidly found itself ranked among the best in their prospective fields. This success enabled the Group to expand, they now offer an increased range of services which can satisfy the most demanding of business needs.***

* You will be making outbound calls to companies to sell our services. These services include commercial insurance, payroll, business planning and marketing services.
* You will be the first point of contact on our client’s journey and will be required to accurately take as much relevant client information to secure the sale.
* You will use excellent customer service skills to seize the customer’s attention and show them how we can assist them and go through a quote with our qualified sales team.
* The nature of the role is to ensure that all calls are handled effectively, professionally, and promptly. This is a fast-paced role, so attention to detail and being well organised whilst remaining calm under pressure is essential.
* This role would suit someone who is an excellent communicator and is always keen to deliver excellent customer service. This is a developing role.
* Making and receiving call
* Inputting and retrieving data
* Organising your tasks and planning effectively
* Building effective relationships internally and externally
* General Admin duties including data entry/management, filing, copying, making and receiving calls, emails
* You will be responsible for generating interest in either the reviewing of a client’s current services provided by us or generating new business.
* You will be required to complete a thorough Fact Find with the client with a consultative style approach.

**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?**

Full position will be available after the completion of the apprenticeship

Career progression - fantastic agents are recognised!

**Desired skills and personal qualities**

* Communication skills
* Attention to detail
* Organisation skills
* Customer care skills
* Administrative skills
* Team working
* Initiative
* Motivated
* Strong computer skills
* Strong command of English
* Strong influence
* Ability to work independently
* Excellent time management
* Target driven
* Seeking out opportunities
* Resilience

**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**

This is a fantastic role opportunity within a very progressive company. For this role, you will need:

* A consultative style approach with a confident and friendly telephone manner.
* Excellent work ethic, ambition, and desire to succeed.
* A good sense of humour - we are a friendly team and work hard to create a positive office culture and environment.
* Brilliant Time Keeping.
* Willing to Learn and Take Training Seriously to Succeed and Achieve.

**About the employer**

We are a professional services group serving small and medium businesses through outsourced business support functions. By supporting business needs across various administrative, technical and creative functions, a business can reduce costs, save time, and concentrate on engaging customers. Our offering to businesses includes Accountancy and Financial Management IT Support and Cloud Computing Recruitment Business Start-up Payroll services Marketing Web Design and Development Corporate Insurances Employee Benefits Scheme Due to the services we offer, our clients vary greatly, but our approach to solving problems remains the same. As such we are at the heart of industry developments and trends within each service division, providing latest and best approaches to our clients.