
YEOVIL COLLEGE – JOB DESCRIPTION

Job Title:	Business Administration Apprentice Level 3
Department:	Across the college in various administration functions
Hours:	37 hours per week, all year round
Salary:	£15,435, in year 1 Increasing in year 2 – 18 – 20 years £20,933, 21 and over £24,522
Date of Issue:	September 2026

1. Job Purpose:

The post holder will provide administrative support to various departments across Yeovil College for the duration of the training programme. This exciting opportunity will allow you to work in a range of areas on a 6-month rotational basis allowing you to develop your transferable skills in customer service and general administration.

2. Key Roles:

- Interaction with a range of internal and external customers verbally and face-to-face.
- Making and receiving telephone calls.
- Responding and writing emails.
- Knowing how to use Office Software and other IT systems competently and being able to coach others to use the IT systems.
- Creating documents including spreadsheets from the outset and coaching others to also create the documents and spreadsheets
- Handling Mail
- Filing
- Updating of databases/spreadsheets including data analysis
- Writing letters
- Dealing with customer enquiries including handling difficult enquiries
- Being able to work in a team being able to challenge colleagues in a professional manner when required.
- Becomes a role model in the team and pro-actively coach others in a range of tasks when required
- Communicate with internal and external customers and stakeholders in a professional manner
- Can demonstrate good decision making to include an informed and respected choice
- Know how to perform financial processes including billing, invoicing, and purchase orders
- Evaluating processes and making recommendations for improvements and presenting to management.
- Understands social media platforms and ability to respond to posts accordingly.

- Manage resources to include equipment/facilities
- Organise meetings/events/travel and or accommodation
- Takes minutes from meetings
- Adhering to GDPR throughout the job-role championing adherence to all relevant regulations and laws in their everyday job-role.

Apprenticeship Information

Throughout the apprenticeship, apprentices will build a portfolio of evidence through set assignments, reflective journals, work-based evidence, employer statements and observations.

End Point Assessment (EPA) includes:

- Apprentice Showcase Portfolio and Professional Discussion
- Project Presentation and Professional Discussion
- Multiple Choice Question (MCQ) Exam

All apprentices complete a **Mock End Point Assessment** before Gateway to help them prepare fully for their final assessment.

3. Other Duties

The Post Holder may be required to perform duties other than those given in the Job Description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post will be eligible for re-evaluation. To participate in the College appraisal system and to take responsibility for your own personal development.

4. Health and Safety

The post holder will agree, as part of the contract of employment, to comply with their duties under the Health and Safety at Work Act 1974, and any Health and Safety Regulations issued under the Act, and to cooperate with the College to enable it to carry out its health and safety duties under the Act. Failure to comply with health and safety duties, regulations, work rules and procedures regarding health and safety, may lead to disciplinary action.

5. Equal Opportunities

The College is committed to a policy of equal opportunities and all staff are encouraged to play their part in implementing the following College statement: Yeovil College is an equal opportunities employer. The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, nationality, ethnic or national origins, sex, marital status including civil partnership, disability, age, sexual orientation, faith or belief, transgender, pregnancy and maternity, responsibility for dependants, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Selection criteria and procedures will be frequently reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities. All employees will be given equality of opportunity and, where appropriate special training, to progress within the organisation. The College is committed to a programme of action to make this policy fully effective and actively advances Equality of Opportunity.

6. Safeguarding

Yeovil College is committed to prioritising and promoting safeguarding and protecting all children, young people and vulnerable adults from harm whatever, their age, gender, ethnicity, disability, language, faith and or sexual orientation. The term 'safeguarding children and young people' embraces both child protection and a preventative approach to keeping young people safe. 'Safeguarding' therefore encompasses learner health and safety, bullying, meeting the medical needs of those with medical conditions, providing first aid, security, support / safeguarding from drugs and substance abuse etc. This policy is applicable to all learners, staff, volunteers and visitors to Yeovil College as well as children who are in the care of learners whilst on placements and/or employees of Yeovil College and safeguarding is everyone responsibility.

Yeovil College – Person Specification
Post: Business Administration Level 3

	Essential	Desirable
Previous Experience	• Experience of working as part of a team in any setting - for example school or college, sport, clubs, volunteering, or an existing job. • Experience of seeing a task or piece of work through to completion (e.g. coursework, a personal project, or an activity outside education).	• Experience of dealing with customers
Qualifications	• Level 2 Business qualification • Level 2 Maths and English.	• ICT qualification
Special Skills/Aptitudes	• Able to use own initiative. • Flexible approach to workload. • Ability to work successfully in a team environment. • Able to work to deadlines • Ability to use a range of Microsoft Office Packages [Outlook, Excel, Word] • Customer service – ability to demonstrate a ‘can do’ attitude • Able to work with tact and diplomacy, maintaining confidentiality at all times.	
Personal Attributes	• Good interpersonal skills including effective communication. • Able to work accurately under pressure. • Well organised, systematic approach to work. • Ability to always present a professional image.	
General	• Ability to be flexible, working occasional evening where required.	
Ability to demonstrate the College values	• Aspirational – High ambition, expectation, and effort.	

	• Collaborative – In it together. • Exceptional –Innovative and enterprising. • Team YC – Doing amazing things.	
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Where aspects of the person specification are shown as ‘desirable’ it is understood that the knowledge, skills or experience required could be achieved through relevant training which the College is committed to provide. In decisions on selection, however, preference will be given to those candidates who can already demonstrate competence in areas specified.

In addition to the candidates’ ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children and vulnerable adults. The candidates will also be tested with regards their openness to diversity.

Employment Checks

The appointment is subject to Yeovil College obtaining medical, Disclosure and Barring Services clearances, evidence to show you are legally entitled to work in the UK (under the Immigration, Asylum and Nationality Act 2006) and employment references satisfactory to us and evidence of relevant qualifications to the post.

Please note that if the above clearances and references are not consistent with the information provided by you then your offer of employment may be withdrawn.

Please be aware that this post requires an Enhanced DBS check based on the specific duties of the position.

The Police Act 1997 provides a statutory basis for certain criminal record checks to be used by establishments, to safeguard children and vulnerable adults to provide information on anyone seeking to engage in activities with children and young people which are exceptions to the Rehabilitation of Offenders Act 1974. Working at the College could involve substantial access to young people or vulnerable adults and is therefore exempt from the Rehabilitation of Offenders Act 1974. **You must therefore disclose any cautions, convictions or pending prosecutions you may have, even if they would otherwise be regarded as ‘spent’ under this Act.**

A conviction will not necessarily be a bar to employment at Yeovil College. Ask a member of HR for our ‘statement on the recruitment of ex offenders’.

In performing our registered body duties, the College follows the Disclosure and Barring Service code of practice, and our Disclosure & Barring Service Handling Policy 2016. Both these documents are available upon request from the HR team. The DBS Code of Practice can also be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/474742/Code_of_Practice_for_Disclosure_and_Barring_Service_Nov_15.pdf