

JOB DESCRIPTION: Administration Apprentice

Department:	Member Support Services
Responsible to:	Manager, Member Support Services
Term:	18 month fixed term, one day training release per week
Location:	CICM HQ

Job Purpose:

The Member Support Services team provides one point of contact for all CICM customers: members, learners, delegates and organisations. The team answer queries, give advice, take payments, make bookings and provide admin support.

The team includes the Credit Academy, the learning delivery arm of the CICM, delivering training, webinars, CICM qualification packages and resources to our members and learners (individual and in-company/organisation).

The Administration Apprentice will work as part of the team to provide administrative support to the Member Support Services, to help provide the most efficient and effective service to our members and customers.

Main responsibilities:

Provide administration support for Credit Academy and Member Support Services teams, including:

1. Update, monitor and report on customer service tracking systems and processes.
2. Keep computer databases up to date.
3. Interact with members, clients and learners by phone, email or in person.
4. Coordinate the invoice process.
5. Coordinate learning events, face-to-face or virtual.
6. Prepare learning and meeting materials.
7. Build relationships and regularly communicate with CICM teams across HQ, as well as external suppliers, partners and service providers.
8. Schedule and organise meetings and events.
9. Track stock and order office stationery and other supplies.
10. Coordinate incoming and outgoing post and deliveries.
11. Give feedback on office efficiency and suggest possible improvements.
12. Role model the CICM Values and principles: Commercial, Supportive, Honest, Engaged.

General statement

1. You may be asked to undertake additional roles and responsibilities from time to time as requested by your line manager.
2. You must ensure you comply with the policies and procedure of the organisation at all times.
3. As part of your role you are required to keep your skills up to date and to take part in training and development that is offered.

Person Specification

The apprentice should be able to demonstrate a genuine interest in marketing and communications, as well as a desire for a commitment to self-development.

Skills and experience	The ability to work as part of a team. Customer service/care. A professional approach. Ability to organise work with changing priorities. Communication and relationship building skills. Good standard of written communication. Attention to detail. Good IT skills.
Knowledge and understanding	Good standard of general education to GCSE level (or equivalent) to include GCSE in English and Maths at Grade C or above CICM products, services, values.
Personal qualities	Willingness to learn from others. Organised and responsible. Customer focused with a desire to help. Proactive and collaborative. Role model for the CICM Values and principles: Commercial, Supportive, Honest, Engaged
