

## JOB DESCRIPTION



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<b>Job Title</b>	Business Administration Apprentice
<b>Team</b>	West
<b>Location</b>	Hybrid working: Part home based and part office work at St Swithun's, Worcester
<b>Reports to</b>	Art Centre Manager
<b>Salary</b>	£17,784 per annum
<b>Duration</b>	Fixed term contract – 18 months
<b>Normal Working Hours</b>	36 hours net per week. Will involve working some evenings and weekends.

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The Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

All churches in our care are listed, mostly Grade I and II\*. Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Sound & Art at St Swithun's is a £2.8m conservation and regeneration project at St Swithun's church in Worcester. It is generously supported by the Heritage Lottery Fund, The Rowlands Trust, The Andrew Lloyd Webber Foundation as well as numerous other Trusts, Foundations and Private Donors.

This innovative project will create a new cultural space that uses sound and art to engage, enthuse and interpret the building. Opening in the second half of 2022, Sound & Art at St Swithun's will be operating as a new arts, music and sound venue in the heart of Worcester.

### **Overall job purpose**

The Business Administration Apprentice will play a crucial role in supporting the growth of Sound & Art at St Swithun's (SASS) into a sustainable venue. SASS aims to become a key arts and cultural venue for the city of Worcester. The Business Administrator Apprentice will support the SASS team to bring this vision to a reality.

The Business Administrator will contribute to the efficiency of SASS through support of functional areas, working across teams and resolving issues as requested. The post

involves developing, implementing, maintaining and improving administrative services. This is a public facing post.

### **Key relationships**

The Business Administration Apprentice will be line managed by the Arts Centre Manager and will work closely with the Engagement Officer.

The role will interact with internal and external customers; including volunteers, colleagues across CCT teams, performers, artists & creatives and visitors & audience members.

### **Key duties and responsibilities**

The Business Administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills.

The Business Administrator is also expected to show initiative, an ability to manage priorities and their own time. They will be required to demonstrate problem-solving skills, decision-making and the potential for people management responsibilities. Their key duties and responsibilities will include:

1. To undertake a development programme leading to a National Vocational Qualification (Level 3) as part of an apprenticeship training programme. The training provider will support you throughout your learning journey, supporting you to learn and develop all the necessary skills, knowledge and behaviours to achieve the programme. The programme includes online learning sessions hosted by experienced business professionals, coaching – you will be allocated your own personal coach who will support you throughout the programme. There will also be online learning resources with modules to complete and encouragement to carry out independent learning, giving you responsibility for your own personal development. Once the learning is complete, you will be set a work based project which will enable you to apply the learning into the workplace and add value to the business.
2. Helping to set up and improve administrative processes for the SASS team.
3. Undertake administration tasks as required including creating purchase orders, raising expense claims, diary management and meeting co-ordination, operational process support and management of the electronic filing systems.
4. Assist with the formatting and production of interpretation, event, activity & marketing documents.
5. Manage and update information to ensure accuracy of data for reporting and evaluation purposes.
6. Liaise with internal and external contacts to answer queries, arrange meetings and cascade information where necessary.

7. Support the hosting of external/internal events, performances, exhibitions, workshops and activities. To assist in setting up and operating PA and lighting equipment associated with events.
8. Produce correspondence (email/letter/online content) and assist with (re)producing documents as required.
9. Provide administrative support to the Art Centre Manager, Engagement Officer and Business Support Officer (West).
10. You will combine your ability to plan and prioritise with a flexibility and curiosity, contributing to areas outside of your daily responsibilities.
11. You will be required to comply with the CCT's Equality and Diversity policies, for which training is given and ensure CCT's policies and procedures are followed.

## **Business Administration Apprenticeship**

You also be required to complete a Level 3 Business Administration Apprenticeship throughout the duration of your employment.

The apprenticeship course will be delivered online by the Apprenticeship Academy. The 15 month course will consist of a series of online, learning sessions run by business specialist, access to learning resources, personal coaching and a personal project.

**N.B.** This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

### **Additional information:**

#### **Home working**

This role involves home working. We have home working procedures in place to support all staff undertaking home working.

#### **Mandatory training (for all roles)**

If successful, you will be required to complete mandatory compliance training including but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness

- Effective Remote Working (if applicable)

## Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We also expect our staff to share this commitment.**

## Person Specification: Business Administration Apprentice

	Skills and experience	How will this be assessed?
1	Highly organised with the ability to manage multiple tasks and prioritise workloads.	A, I
2	Attention to detail and accuracy.	A, I
3	Excellent communication skills-speaking, listening and writing.	A, I
4	Good working knowledge of Microsoft Office and the ability to learn new systems quickly.	A, I
5	Ability to use initiative to seek improved ways of working.	A, I
6	Work proactivity and with good judgement.	A, I
7	Build and maintain positive relationships within the team and across the CCT.	A, I
	<b>Personal qualities</b>	
8	Positive and proactive work attitude	A, I
9	Keen to learn and develop	A, I
10	Confident and friendly manner	A, I
11	Enthusiastic team player	A, I
12	Ambitious for self and others	A, I
	<b>Qualifications</b>	
13	A*- C or 4 - 9 GCSE grade in maths and English. If you do not have this, you'll be required to complete a Functional Skills level 2 in maths and English before you can go forward for End Point Assessment.	A

## Information on assessment methods

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.

P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.
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### Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

### Employee benefits

As well as a salary of £17,784 per annum, we offer:

- Membership of the Civil Service Pension scheme
- 27.5 days annual leave provision, rising 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme
- 20% staff discount on Champing at CCT sites

### How to apply

If you would like to apply for this role, please select 'Apply Now' to begin your application.

You'll be asked to submit a CV and a covering letter (max 2 sides A4) outlining why you'd like to complete an apprenticeship and how you fulfil the person specification for this post.

Please note direct applications via email cannot be accepted for this role; only applications submitted through our recruitment portal will be considered.

The closing date for receipt of applications is **9am on Thursday 26<sup>th</sup> October 2023**.

The interview process will include a familiarisation day on **Wednesday 15<sup>th</sup> November** at St Swithun's Worcester, followed by an interview on **Friday 17<sup>th</sup> November** via Teams. Please note that the interview dates have been specifically chosen according to the availability of the panel.

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email [recruitment@thecct.org.uk](mailto:recruitment@thecct.org.uk).