

JOB Profile

JOB TITLE: People and Culture Administrator

GRADE: Apprentice

REPORTING TO: Strategic Culture Partner

What this role's all about ...

We're looking for someone curious, organised and ready to start their career in HR and Organisational Development. As our People and Culture Administration Apprentice, you'll be part of a supportive team helping to make our workplace even better for everyone.

You'll learn on the job while working towards a recognised level 3 qualification, gaining experience in everything from recruitment and onboarding to learning and development.

What you'll be getting stuck into ...

- You'll help with everyday People and Culture admin tasks, things like keeping records up to date, preparing documents, and supporting colleagues with their queries.
- You'll get involved in organising training sessions, workshops and other learning activities, making sure everything runs smoothly.
- You'll be the friendly first point of contact for straightforward HR questions and queries, helping colleagues find the information they need.
- You'll keep our systems tidy and accurate, making sure data is up to date and well organised.
- You'll support recruitment and onboarding, from ordering uniforms to sorting ID cards and access fobs, helping new starters feel welcome from day one.
- You'll have the chance to get stuck into projects that bring our culture and values to life.
- You'll work closely with teams across the organisation to help create a positive experience for all our colleagues.
- You'll support the planning and delivery of corporate events, helping with invites, catering, parking and making sure visitors feel looked after.

What you'll learn ...

Working towards a Level 3 Business Administrator Apprenticeship, you'll learn how to support the day-to-day running of the organisation through effective administration, communication and use of digital systems. You'll develop knowledge of business operations, customer service, data protection and professionalism; skills in producing documents, managing information, using IT systems and supporting projects; and the behaviours required to work effectively in a professional environment, including organisation, initiative, problem-solving and accountability:

You will also learn:

- core People processes and systems
- how to deliver excellent customer service in a professional environment
- project coordination and communication skills
- understanding of organisational culture and development.

What you'll need to get the job done ...

We don't expect you to know everything as this is a learning role, but we'd love you to bring some of these qualities:

Skills	Qualifications
<ul style="list-style-type: none"> • Enthusiastic and eager to learn • confident in delivering an excellent customer service • organised and pay attention to detail • confident in communicating clearly both spoken and written • ability to work as part of a team and independently • happy to ask questions and take feedback • basic IT skills (e.g. Microsoft Office) • understands the important of confidentiality • likes helping people solve problems. 	<ul style="list-style-type: none"> • Level 2, Grade C/4 and above in Maths and English.

It'll be great if you also bring ...

- An interest in a career in HR or OD.
- Experience in a customer service or administrative role (can be voluntary or part-time).