

## Job Profile

<b>JOB TITLE:</b>	<b>Risk and Assurance Assistant</b>
<b>GRADE:</b>	<b>Apprentice</b>
<b>REPORTING TO:</b>	<b>Business Continuity Specialist</b>

### **What this role's all about ...**

This role is all about keeping things running smoothly behind the scenes across our Risk and assurance team. As our Admin Apprentice, you'll be right at the heart of the department, supporting a wide range of activities from organising information and coordinating processes, to helping the team prepare for the unexpected. No two days are the same, and you'll gain a brilliant overview of how we identify risks, protect the organisation, and make sure we're ready to respond when things don't go to plan.

### **Here's what you can expect ...**

- Keeping the team organised by logging claims, completing meeting notes and ensuring documents are completed
- helping the Risk team spot what could go wrong and making sure it's logged, tracked and followed up
- supporting the Insurance side of the department with records, claims and queries.
- assisting the Business Continuity team to plan for the unexpected (think incidents, disruptions and "what if?" scenarios)
- getting stuck into debriefs so the organisation can learn, adapt and become stronger
- working with people across the business, building confidence and learning how different teams operate.

### **What you'll learn ...**

You will complete a level 3 Business Administration Apprenticeship, which includes creating a portfolio of evidence demonstrating the knowledge, skills and behaviours of the qualification criteria, you will also be required to complete an assessment and presentation at the end of your apprenticeship, you'll learn how to support the day-to-day running of the organisation through effective administration, communication and use of digital systems and how to deliver excellent customer service in a professional environment.

- Project coordination and communication skills.
- Understanding of organisational culture and development.
- Building positive relationships with stakeholders and delivering great customer service.
- Using IT systems to manage information accurately (e.g., updating records, producing documents, and basic data analysis/reporting).

### 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"> <li>• Enthusiastic and eager to learn</li> <li>• Confident in delivering an excellent customer service</li> <li>• Organised and pay attention to detail</li> <li>• Confident in communicating clearly both spoken and written</li> <li>• Ability to work as part of a team and independently</li> <li>• Happy to ask questions and take feedback</li> <li>• Basic IT skills (e.g. Microsoft Office)</li> <li>• Understands the importance of confidentiality</li> <li>• Likes helping people solve problems</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2, Grade C/4 and above in Maths and English.</li> </ul>

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

- Experience in a customer service or administrative role (can be voluntary or part-time).