

Proposal to develop an apprenticeship standard

L2: Business Support Assistant

Title of occupation

Business Support Assistant

UOS reference number

ST0870

Core and options

No

Level of occupation

Level 2

Route

Business and administration

Typical duration of apprenticeship

15 months

Target date for approval

20 December 2019

Resubmission

No

Occupational profile

This occupation is found in...

all organisations where high levels of administrative support is required. This occupation is found in all sectors including the following:

- Public sector such as NHS, Police, local Government.
- Private sector such as in the Finance sector, Construction, learning and development, care services and Housing
- Third sector such as voluntary and community organisations, charities.

Within each of these sectors, relevant roles for this standard will be found in large employers, as well as those across the SME spectrum.

The broad purpose of the occupation is...

to support their line managers, other staff, internal departments and external organisations in the performance of mainly routine administrative and digital tasks. Post holders are vital to the smooth functioning of their department in any organisation - private or public sector. Often a business support assistant is the first point of contact within their department and must therefore have good communication skills and a sound understanding of the organisation's business and values.

In their daily work, an employee in this occupation interacts with...

a wide range of internal and external stakeholders. Principally the role will be focussed on

supporting the jobholder's own team. In addition, they could be working with other internal teams such as finance, marketing, IT and Operations. The role will also interact with some external stakeholders, for example with members of the public as the first line of any enquiries. This role is typically office based. The job holder will work as part of a team in an office environment and will need to be flexible in providing cover (planned and short notice) across other Business Support teams.

They will usually be working as part of a team, reporting to their line manager, and able to demonstrate that they can use their initiative when required, for example, in resolving simple queries.

An employee in this occupation will be responsible for...

providing a comprehensive support service to their line manager and / or teams, working to ensure flexible cross-team working. A Business Support Assistant will be responsible for:

- * organising and supporting the co-ordination of activities for their team
- * collecting, recording and distributing mail and other correspondence
- * liaising with colleagues both internally and externally
- * supporting events and conferences
- * photocopying and collecting documents
- * in-putting and keeping updated a variety of manual and computerised record systems
- * maintaining and reordering stocks of products relevant to their team / department
- * being the first point of contact for customers and external organisations, including the initial contact for complaints
- * supporting the wider team
- * preparing information for publication using a wide variety of tools and media
- * helping to induct new colleagues into the organisation
- * inputting, retrieving and managing data from a variety of IT systems.

They will operate within a supervised and defined set of guidelines.

The business support assistant will take responsibility for their own delegated workload and support colleagues as and when needed to ensure work flow is not disrupted. They will prioritise their admin tasks in order of urgency and recognise when there is a need to request additional guidance and support from colleagues or their line manager.

They will be able to demonstrate skills such as attention to detail, good use of written and oral communication skills, and will demonstrate their effectiveness by responding promptly and accurately to requests. They will communicate effectively with internal and external stakeholders, by using not only traditional methods of communication such as face-to-face or the telephone, but also by using email and social media.

The Business Support Assistant will be a key part of the organisation in achieving the vision of excellence in everything they do by promoting equal opportunities, fairness, equality and inclusion through best practice working.

Whilst these tasks will mainly be internally focussed, there may be some contact with people and customers outside of the organisation.

Proposal to develop an apprenticeship standard L2: Business Support Assistant (continued)

Transferability

The Institute expects that being competent in the duties you have listed in this proposal will mean that an individual will be able to undertake the occupation in all relevant types of employer. Please outline the steps you have taken to ensure that this will be the case.

We have invited a variety of Public and Private Sector members to join our Trailblazer Group and have specifically consulted with SMEs to check the agreed suitability and options available for each duty. In addition, a proposal for the development of this standard was shared with over 80 employers. This proposal, that has been regularly shared with and commented on by members of the Trailblazer group, contained some of the above duties, which employers were able to comment on. This overall approach to verifying the need for this standard has ensured that the duties are worded in a generic fashion around systems and processes that exist in all sizes of organisations and being conscious of transferability across all sectors.

Stand-alone occupation

Please confirm that the proposed apprenticeship relates to a stand-alone occupation and explain how it will fit in with any associated apprenticeship standards.

The Business Support Assistant proposal does relate to a standalone occupation, albeit one with many different job titles spread across every sector and type of businesses and organisations. It is aimed at employees who are in supporting roles, generally without supervisory responsibility.

We have mapped the proposed standard against two others that we felt most closely might fit alongside it: Level 3 Business Administration and Level 2 Customer Service Practitioner. Our analysis is attached, but in summary:

Level 3 - Business Administration

Whilst there are areas of partial match across the two standards, there is marked difference of level, the language that is used, and the degree of responsibility. The Level 3 Business Administration standard focusses on the decision-making responsibilities of the role, whereas the Level 2 Business Support role emphasises the supporting nature of the role, and the need to act under supervision. The majority of the KSBs contained in the Level 3 role do not feature at all in the Level 2 Business Support.

Level 2 - Customer Service Practitioner

There are two areas of significant match between this standard and the Level 2 Business Support standard that is being proposed: supporting colleagues and communication. Given the nature of the two roles, this is not surprising. However, there are significant areas where there are no matches or only a partial match. There is a fundamental difference between the two roles. The Customer Service Practitioner role is focused solely on providing support to customers, both internal and external, although principally aimed at external customers. The Business Support role is broader in context, and focusses not on delivering high standards to customers, but on supporting the internal operational and administration functions of a business. As with the Level 3 role above the majority of the KSB's contained in the Level 2 Customer Service Practitioner role are not relevant, and do not feature in the proposed Business Support standard.

The group has no plans to submit any further apprenticeship proposals at this stage.

Typical job titles

Business Support Officer
Secretarial Assistant
Receptionist
Ward Clerk
Team Assistant
Clerical Support Worker

Duty	OTJ training (days)
Organise and support the co-ordination of activities for their team / department, such as arranging meetings, diary appointments, managing calendars, organising travel and accommodation, whilst ensuring cost effectiveness.	4
Collect, record, and distribute internal and external mail and file correspondence; scan and photocopy related documents when required. Ensure outgoing mail is dispatched. Monitor and forward as appropriate incoming corporate email boxes.	3
Liaise with and support internal and external colleagues to ensure efficiencies in service delivery, including assisting other members of the team with administrative support, such as in times of staff absence, fluctuating business needs and urgent priorities	3
Contribute to, attend and support the organisation of events and conferences, such as liaising with suppliers, producing table plans, name badges, registering delegates, collating resources, and assisting with the set-up and dismantling of equipment.	4
Provide overall administrative support for their team / department with scanning, photocopying, collating and distribution of documents such as agendas, minutes, action logs, making information available to all relevant personnel, including through use of information sharing software.	4
Input and keep updated a variety of manual and computerised record keeping systems in line with organisational protocols, and information governance, including scanning materials, and ensuring that archived and scanned data is easily accessible by the team / department.	4
Maintain the supply and stock levels of relevant products through placing orders, verifying receipt, raising discrepancies with suppliers, notifying internal recipient and distributing stock when required	3
Provide a high quality first point of contact for internal and external customers, including using the telephone, face to face, email and support colleagues with customer enquiries.	4
Subject to approval by relevant colleagues, prepare key departmental / company communications for internal and / or external use, via appropriate media such as, email, newsletter, posters, website material or social media.	4
Receive, record and distribute to the relevant team / department, all complaints, feedback and evaluations, either from customers or other internal or external sources.	3
Contribute to the induction training of new staff and provide support to newer members of the team, helping them to undertake their own roles successfully.	4
Input, retrieve, monitor and manage data from a variety of IT systems, liaising with internal and external colleagues to ensure efficiencies in service delivery.	7