

A Day in the Life....

Business Support Officer (Employment & Skills)

As an Apprentice Business Support Officer, you will join the Employment and Skills Service who support the successful delivery of a wide range of projects supporting residents with Employment support or developing their skills for life and/or work. You will work as part of the wider Skills team, supporting colleagues to be effective and efficient and responsive to tight deadlines.

You will be supporting colleagues across several projects Adult Learning, Multiply and Digital Hubs, to name a few. Our Skills' programmes are delivered across the Kirklees district in partnership with organisations from the voluntary and community sectors to equip residents with essential skills.

Your main duties will be:

- First line answering of telephone calls, emails, respond to enquiries with appropriate signposting
- Responding to expression of interest and calling Kirklees resident to progress their referral
- Data Cleansing & Processing
- Accurate filing of claim documentation
- General administrative duties as required e.g. Meeting admin

You will need to have good communication skills, exceptional customer service skills and the ability to work accurately whilst dealing with regular interruptions.

It is essential that you have IT skills and familiarity with computer packages e.g. Microsoft Word and Excel and that you are able to demonstrate business and administration skills to NVQ Level 2. Knowledge of Management Information Systems would be advantageous. You will also need to demonstrate a level of literacy to be able to produce specialist documentation and numeracy skills to be able to produce statistical information