



skillwise

Business Administrator Development Programme

Our programme is designed to provide participants with the skills, knowledge and behaviours needed to improve administrative and operational efficiency. Throughout the programme participants will be supported by experienced facilitators, who will give them the knowledge and skills to apply in their business environment.

Over the 12 to 15-month programme participants will cover a variety of topics allowing them to develop their own skills and knowledge and implement them into their role and the wider organisation. They will also learn about the internal and external factors that can affect business, plan projects, how to communicate effectively, make decisions and problem solve.

We have worked with many employers to develop an innovative and exciting programme which will benefit both participants and employers.

Programme Overview

The Business Administrator programme is designed to teach highly transferable skills and knowledge to develop effective behaviours that can be applied in all sectors. Whether the role involves working independently or as part of a team the programme will involve developing, implementing, maintaining and improving administrative services.

Over the 12 to 15-month programme, business administrators will develop key skills and behaviours to support their own and the organisation's progression. The responsibilities of the role are to support and engage with different departments within the organisation and interact with internal or external stakeholders. With a focus on adding value, the role of the business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as required.

The programme is designed for candidates new to business administration and those that are currently in the role, providing teaching, knowledge and support to develop on their existing skills by implementing tools and models into the business to improve operational efficiency. Throughout the taught sessions, coaching and mentoring a clearly defined plan will be delivered to ensure the needs of the individual and the organisation are met.

The delivery of the programme is tailored to the organisation, highlighting the organisational needs, operations, policies and procedures. An emphasis on the wider business operations and where the business administrators function within the wider business will give extremely valuable insight to the role of the administrator. Understanding the impact that the role has to both internal and external stakeholders is key to effective and efficient business administration.

The flexibility and responsiveness required allows the employee to develop a wide range of skills. 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, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others. The administration role may be a gateway to further career opportunities, such as management or senior support roles.

The Programme

The programme is delivered over 12 to 15 months which will include monthly taught sessions, workplace visits, online sessions and 1 to 1 discussions with your allocated mentor. Candidates will attend monthly workshops where the modules listed below will be facilitated in a highly experiential interactive delivery style that will ensure that all candidates develop a firm understanding of the subject and can then apply this to their role.

All candidates will undertake a SWOT analysis in the first and last month of the programme to allow for a bespoke Personal Development Plan to be produced, actioned and measured which will support the individualised development for candidates.

Delegates will be given a tailored individual development plan and assigned a personal coach/mentor during the first session. They will then receive support from their coach/mentor throughout the programme, including workplace visits, online groups and individual session, phone, email and one to one meetings. All delegates will be required to keep an up-to-date professional development journal which should be shared with their line manager monthly. This will also be used to track the 20% off the job training required of all delegates.

Programme Modules

Module One – Induction

In the induction we will cover your learning styles and tailor the programme to your preferred style creating your ILP (Individual Learning Plan). The intent of the programme will be explained and how this will be implemented through taught sessions, coaching and mentoring.

Module Two – The Organisation

In this module delegates research Political, Economic, Social, Technological, Legal and Environmental (PESTLE) factors that can affect business. Thinking about Purpose, Activities, Aims, Values and Vision delegates will be taught not just their role but how it links in with the wider business.

Module Three – Value of Skills, The Organisation Continued and External Environmental Factors

Building from the previous session delegates will learn about different hierarchal structures, where they sit within in this and the role that they fulfil in the organisation. SWOT analysis is taught and how this can be used to compare with other businesses.

Module Four – The Organisation Completion and Introduction of Stakeholders

In this module we deliver compliance and regulatory obligations within the role and the wider business and how to build and manage relationships with internal and external stakeholders. With emphasis on communication techniques, supply chain and market forces.

Module Five – External Environmental Factors – With focus on Stakeholders and Suppliers

Stakeholder management including who and what they are, both internal and external. Various models and tools are taught to understand the decision-making process in the business which is linked back to PESTLE and SWOT

Module Six – Project Management and Communication

In this module, delegates will work within a project life cycle understanding organisational governance and effectively use project management tools. Communicating effectively in a meeting is taught covering written, verbal and nonverbal communication.

Module Seven – Finance

Delegates will be taught the principles of financial business fundamentals including financial statements, operating within a budget, profit and loss, legal structure and status, understanding change management and creating a budget in line with planning a project.

Module Eight – Decision Making

Managing challenging conversations, team building, problem solving and how to make effective decisions are all part of this module to teach and implement robust decision making in line with the organisation's policies and procedures.

Module Nine – Presentation Skills

This module is designed to teach how to effectively conduct a professional presentation. From planning, using the necessary tools and models, designing and executing the presentation to the relevant audience using appropriate communication techniques.



Paying for the Programme

Non-Levy paying employers – Payroll bill is under £3m per annum

The cost of the training to the business is just 5% of the total value of the programme. For this programme the total value is £5000, leaving just £250 to be contributed by the business. The remaining 95% is covered by Government funding.

The payment terms for this would be agreed prior to the start of the programme and the employer is required to sign a commitment statement agreeing to support the employee/s for the duration of the programme and pay all agreed fees.

Levy paying employers – Payroll bill is £3m or more per annum

Levy paying employers can access their levy account to fund this programme through the digital account, we can support you with the set-up process. There are no extra costs for the business unless you have used your Levy payments, in this case you would need to contribute just 5% to the cost of the programme.

Operating the digital account – General principles for all levy-paying employers

In all instances:

- Monthly payments will be taken from the employer's digital account to pay for the training and assessment.
- The price for apprenticeship standards needs to include the cost of the endpoint assessment, which employers must agree with the apprentice assessment organisation.
- Employers should negotiate best value for apprenticeships – the funding bands for apprenticeship standards and frameworks are a maximum level. In some instances, employers will be able to secure better value e.g. due to economy of scale.
- Employers can agree a cost above the maximum funding band – all additional costs will be paid by the employer.
- If a levy-paying employer has insufficient funds available in their digital account to meet the full costs of training and assessment, they will need to co-invest 5% of the remaining balance

If you need support or guidance with accessing your levy fund or setting up your digital apprenticeship account, then one of our experienced team will be happy to help.

Full-cost commercial payment

An individual or employer that is not eligible to be able to access the government funding will be able to access the programme on a commercial payment basis, the rates for the programme will be agreed prior to the start and a range of payment options are available.

What our clients say:

"Thank you so much I am very happy with passing the course I have learnt a lot over the last year or so and it has changed my view of things inside of work and outside of work you have been a great mentor and helped greatly me achieve this qualification and as I move forward with my career at MSD I can hopefully show improvement and further my career"

Adam Bunting – Network Logistics Planner – Mitchell Storage and Distribution

"Being a business admin apprentice has allowed me to gain a lot of work experience whilst also having support with my education from Skillwise. I enjoy working knowing I'm gaining a good qualification as I do it."

Orla Kilby – Business Administrator – UK Gas

"As part of the next stage of our development we were keen to engage and develop further young people in broader business activities, including business administration, project management, finance and quantity surveying. As part of this initiative we have been working with Lee, Ian and their team at Skillwise, were they have sourced and helped us to employ the right young talent.

This has proved such a success that Skillwise are now also involved in management development and training of senior team. We think this is a great example of a true partnership were by UK Gas and Skillwise work well to enrich and add value."

Adam Newton – Managing Director – UK Gas

"As our business continues to grow, we decided to invest in two apprentices. Skillwise recently helped us with this by finding two great candidates who we are pleased to have on our team, now both carrying out a Business Administration Apprenticeship. This is a new programme that we hope to roll-out to new starters as apprentices over the next few years, as we continue to grow our team for the future."

Lorraine Watts – PA to Managing Director – Graf UK

Further Information

For further information or to apply for this programme please call one of our expert advisors on **0121 713 1661** or email **info@skillwise.biz** to arrange a free no obligation consultation to find out if this is the right programme for you and your employees.