IT Services

Job title	Apprentice Business Administrator
Division	University Administration Services
Department	IT Services
Location	Dartington House, Wellington Square, Oxford
Grade and salary	Apprentice Grade 1- £22,631 per annum
Hours	Full time
Contract type	Fixed-term Apprenticeship (2 years)
Reporting to	HR Manager
Vacancy reference	*170758*
Additional information	No relocation expenses apply to this post.

Apprenticeships at the University of Oxford

Becoming an apprentice at the University of Oxford is an excellent opportunity to gain practical experience and training. You will work alongside experienced colleagues, whilst learning on the job and appropriate objectives will be set during the course of the Apprenticeship. At the same time, you will study for formal qualifications in your field.

For more information, please see some of our current apprentice's case studies:
https://www.apprenticeships.ox.ac.uk/meet-our-apprentices

For advice on how to make you application for this apprenticeship the best it can be, please go to:
https://www.apprenticeships.ox.ac.uk/how-apply

The role

You will work as an Apprentice Business Admin. You will be required to complete a 2-year training programme that will cover all aspects of the role and will be delivered through in-house training, as well as day-release or other distance learning methods delivered by Abingdon & Witney College. You will complete a Business Administration Level 3 Apprenticeship which is within the Business and Administration Sector and you will gain a Level 3 Business Administration qualification.

College attendance and successful completion of these studies is an essential requirement of this Apprenticeship.

The successful candidate will have an aptitude for business administration. Through this appointment they will gain a practical insight into the Office management, Human Resource function and Communications at the IT Services and the administration required to support employees and the business. The HR department is a critical function and provides professional services to a wide variety of employees, key stakeholders and external clients to facilitate the delivery of the Department's objectives. The successful applicant will work very closely with the HR Team and the Estates team to provide administrative support to the Department.

Responsibilities

As part of the apprenticeship, full training will be provided throughout and responsibilities will include:

- Respond to basic enquiries and redirect them as appropriate

- Act as first point of contact for enquiries from employees, line managers and the general public by telephone, email and face to face, answering straightforward questions on the administration of General Office and HR processes or recruitment campaigns or redirecting queries as appropriate

- Provide administrative support for the HR team/Comms Team and Estates Team

- Assist in maintaining mailing lists and/or contact databases, and coordinating the distribution of communications to the appropriate internal and external audience

- Assist with the organisation of events, for example researching venues, arranging catering, etc

- Compile and collate information

- Update databases and assist in maintaining records

- With support, assess building support requests and direct them to appropriate teams

- Assist with monitoring and maintenance of stationery and refreshment supplies,
- Learn to cover for reception staff as and when required

- Draft documents, word process updates for handbooks and the website

- Carry out general office duties including photocopying and filing papers

- Help to communications team with organising materials and venues for meetings or events

- Liaise with other departments as necessary

- Any additional tasks that fall within your competency as directed

Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: https://www.jobs.ox.ac.uk/pre-employment-checks

Apprenticeship roles are not eligible for sponsorship under the Tier 2 visa route normally used for employed roles but there are other visa routes which candidates may be eligible to apply under. If you are eligible to apply under a different route the department is happy to discuss any queries, with support from the University's Staff Immigration Team. There is also government residency requirements for Apprenticeship funding on which the Training Provider will be able to offer advice.

Selection criteria

For apprentices, typical examples might include:

- Educated to GCSE standard (English and Maths grade 4 or above) or equivalent

- Ability to communicate clearly and accurately when drafting information for documents, handbooks or websites

- Ability to communicate messages clearly and accurately on the telephone and in person

- Able to demonstrate an aptitude for the skills taught in the Apprenticeship (for example through work experience, qualifications or references)

- Experience of Microsoft Office applications, including Word and Excel
- Ability to demonstrate an understanding of good customer service
- Ability to work effectively as part of a team, willingness to learn from others, sharing information and communication in a way which encourages mutual co-operation and understanding

Desirable selection criteria
- Ability to demonstrate an understanding of good customer service

About the University of Oxford

Welcome to the University of Oxford.

We are the largest employer in Oxfordshire with around 14,000 staff working in and around Oxford in a huge range of roles. We are proud of the apprenticeship opportunities we offer and have a successful record of helping local young people from education in to their first job.

Apprentices are never on their own, working with the support of their colleagues, managers and trainers they develop the skills and qualifications required in the modern world of work. Over 80% of our apprentices continue with us in the role they have been trained for after their apprenticeship and that is just the start of their career.

We provide all of our staff with a welcoming and inclusive workplace, offering support and development opportunities that enable everyone to progress and do their best work. We recognise diversity as our strength, vital for innovation and creativity, and we aspire to build a truly diverse community, which values and respects every individual's unique contribution.

For more information, please visit our [Working at Oxford page.](#)

IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.
IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.
For more information please visit: http://www.it.ox.ac.uk/

University Administration and Services (UAS)
University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.
For more information please visit: http://www.admin.ox.ac.uk

How to apply

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously.

You will be asked a series of questions as part of your application. Your responses should explain how you meet the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or hobbies. Your application will be judged solely based on how you demonstrate that you meet the selection criteria stated in the job description.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Please visit our ['How to apply'](#) page for apprenticeship vacancies for more advice and information.

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from https://hrsystems.admin.ox.ac.uk/recruitment-support. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.web.ox.ac.uk/staff-benefits.

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at

discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/home.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/.
There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme.

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/family-friendly-benefits.

Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.
For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/home#/.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support.

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks.

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.