Business Administration Apprentice with NFER

An exciting opportunity to develop a career in Business Administration with a highly respected educational research charity. The successful candidates will have the chance to acquire and develop new office and business skills and gain valuable experience working with highly qualified, professional staff in key areas across our organisation. You will work with a friendly and hardworking team where collaboration and communication skills are highly valued.

Apprentices who successfully complete their apprenticeship and are awarded their Business Administration qualification will have gained valuable experience and skills during their time with NFER. They will then be in a good position to be considered for other job opportunities that may arise with the Foundation.

NFER (National Foundation for Educational Research), The Mere, Upton Park, Slough, Berks SL1 2DQ

NFER is an independent research organisation which undertakes projects in all sectors of education. We are committed to the continued improvement of education and training for all learners. We have been at the forefront of educational research for over 60 years. Our research contributes to government policy and our expertise is recognised nationally and internationally.

Salary: from £5.84 per hour, to £6.81 per hour for those aged 21 and over.

Location: Based in our Slough office

Job Purpose:

To undertake clerical and administrative duties across NFER departments and to provide support on research projects. Responsibilities are expected to include:

Main Duties:

1. For all placements:
   - Delivering high levels of customer service to internal and external customers
   - Completing delegated tasks accurately and efficiently: e.g. updating records and information; producing minutes for meetings as required
   - Using Microsoft Outlook, Word, Excel and PowerPoint and bespoke software to create, edit and produce documents/information/presentations to meet business requirements
   - Training will be given in the systems used by NFER.

2. Research & Product Operations Department (primary placement)
   - Working on large-scale projects
   - Ensuring that tasks are completed accurately and within the agreed timelines
   - To telephone schools and other organisations, as required, for recruitment or data collection purposes and respond to telephone and email queries from schools, local authorities and other organisations
   - Assisting with the pack and dispatch of materials, questionnaires and assessment tests to schools or Test Administrators
   - To check in returned materials and accurately recording information on the survey administration system or in Excel or Access
   - To work in the Data Capture team, scanning and verifying documents
   - Data matching activities
Carrying out quality assurance on data
Supporting preparations and the effective running of events
The possibility of off-site work assisting with training activities in the Midlands
Producing documents and spreadsheets in Word and Excel respectively.

3. **Support Departments (e.g.: Human Resources; Finance; Facilities; Sales, Marketing & Impact)**

Assisting the departmental administrators with clerical and computer work, which could include:

- Processing purchase orders, invoices, expenses and payments
- Responding to staff enquiries and business requirements
- Administering recruitment processes and maintaining HR records
- Contributing to learning and development projects
- Supporting preparations and the effective running of workshops/events
- Creating bespoke business documents and training materials.

NFER is committed to creating relevant opportunities to support ongoing learning and development within its apprenticeship department placements where potential is shown and where this supports business needs e.g.:

- Developing and delivering a presentation
- Contributing to the improvement of business processes
- Chairing and leading meetings
- Resolving customers’ complaints
- Leading a small project or part of a larger project.

**Candidate requirements:**

- GCSEs in at least 5 subjects with English and Maths at Grade C/4 or above
- Attention to detail – taking care to ensure work is accurate
- Experience of working effectively in a team
- Polite, responsive and a good communicator
- Good telephone skills – able to listen, respond, take queries and to gather information, given guidance
- Good work planning skills and the ability to complete tasks in the time given
  
  *There will be an opportunity to develop good planning techniques where the successful candidate hasn’t yet had the opportunity to do so during their working life*

- Friendly, reliable, and trustworthy
- Flexible attitude and an ability to respond to changing priorities
- Proactive approach – once trained, uses initiative to take tasks forward
- Demonstrates growing confidence to challenge appropriately and make suggestions.
Working Arrangements and benefits of working for NFER

- **Hours of Work**

35 hours per week, worked Monday to Friday inclusive from 9-5pm, with an hour for lunch.

- **Annual Leave**

The Foundation’s leave year runs from 1 April to 31 March. The full time annual leave entitlement is 30 days (two of which are normally required to be taken over the Christmas period). In addition there are eight Bank Holidays and four discretionary days.

- **New Employee Checks**

NFER undertakes the following checks on all staff:

- Identity
- Nationality and immigrations status to confirm entitlement to work in the UK
- References: All appointments are subject to the receipt of satisfactory references, covering the past three years’ employment history, including the current employer where applicable.

Due to the nature of our work with young people and their personal information, NFER will also require that those given Apprenticeships undergo a criminal record check and provide a satisfactory DBS Disclosure Certificate at the commencement of appointment.

Candidates invited for interview will be required to provide details of all unspent criminal convictions and charges and any pending prosecutions or cautions. Deliberate failure to make such a disclosure may disqualify you and, if the omission is discovered after appointment, you may be dismissed.

- **Location and Parking**

NFER is located in pleasant, modern offices adjacent to a local park; the offices are within walking distance of the town centre and train station and are close to the M4 motorway.

There is free car parking available at the Slough site

- **Refreshments**

Refreshment facilities are located in “The Zone”, a comfortable area where staff can meet and relax. Vending machines selling a variety of sandwiches, snacks and drinks are available as well as a microwave facility for staff.

- **Learning and Development**

NFER is fully committed to training and developing all its employees and as such its aim is to provide staff with support to enable them to achieve their potential.

**Contact:** Tammy Sherwood, Learning & Development Manager  
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