An exciting opportunity to develop a career in Business Administration within HR with a highly respected educational research charity. You will have the chance to acquire and develop new office and business skills and gain valuable experience working with highly qualified, professional staff 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 relevant 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:

This role will primarily be based within the HR department, with short placements in other areas of the Foundation if required to enable you to meet all the criteria to achieve your Diploma. You will be expected to undertake a range of clerical and administrative duties with a high level of confidentiality and professionalism. We are fully committed to developing all our employees to enable them to achieve their potential, including those working with us on the apprenticeship programme. Opportunities for those on the scheme could include developing and delivering presentations, contributing to the improvement of business processes or leading meetings.

Main Duties:

- Delivering high levels of customer service to internal and external customers
- Completing delegated tasks accurately and efficiently: e.g. updating staff 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
- 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.

Training will be given in NFER systems.
Candidate requirements:

- GCSEs in at least 5 subjects with English and Maths at Grade C/Level 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
- Friendly, reliable, and trustworthy
- Flexible attitude and an ability to respond to changing priorities
- Proactive approach: once trained, using your initiative to take tasks forward
- Demonstrates growing confidence to question 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

Our leave year runs from 1 April to 31 March. The full time annual leave entitlement is 30 days (two of which normally need to be taken over the Christmas period), plus eight Bank Holidays and four additional 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 may 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.

Contact: Tammy Sherwood, Learning & Development Manager
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