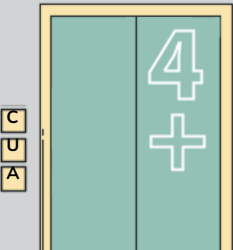
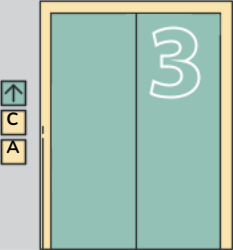


Business and Administration

Elevate your career through college/ITP* , university , or an apprenticeship 



	Job roles (can include)	Skills (can include)	Knowledge and Behaviours (can include)
Level 4+ Senior Management 	• Operations manager • Regional manager • Divisional manager • Department manager and Specialist managers 	• Able to input into strategic planning and create plans • Support, manage and communicate change • Able to communicate organisational vision • Able to monitor budgets and provide reports • Able to build trust 	• Understand operational management approaches and models • Understand operational business planning techniques • Understand business finance • Demonstrate resilience and accountability • Flexible to the needs of the organisation 
Level 4 Junior to Middle Management 	• Assistant / Junior project manager • Junior Management • Office Manager • Personal Assistant • Executive Assistant 	• Project governance • Resource management • Work effectively within a group • Be able to assist in the creation of reports 	• Know how a project moves through its lifecycle • Frequently seek and act upon feedback • Work within legal and ethical frameworks • Strong communication and presentational skills
Level 3 Experienced to Supervisory 	• Administrator • Personal Assistant • Legal Secretary • Medical Secretary • Secretary • Clerical Officer 	• Skilled in the use of multiple IT packages and systems • Produce accurate records and documents • Maintain records and files, handles confidential information • Complete tasks to a high standard • Make suggestions for improvements to working practice 	• Know organisational structure • Understand laws and regulations that apply to their role • Understand the organisation's internal policies • Understand the organisation's processes • Behave in a professional way • Take responsibility for their own work
Level 2 Entry level employment to intermediate 	• Admin Assistant • Clerical Assistant • Finance Assistant • Receptionist • Secretarial support 	• Accurate keyboard skills and attention to detail • Accurate data entry / database management • Understanding of basic accounting principles • Customer service / front of house services • Touch typing and audio typing 	• Good verbal communication (e.g. phone manner) • Good written communication (e.g. letters, emails) • Time management (e.g. meet deadlines, prioritise) • Good knowledge of ICT (Outlook, Word, Excel) • Organised and motivated • Team Worker (flexible and helpful) • Proactive and uses initiative (e.g. problem solving) • Understanding of Health, Safety and Data Security