

THE (Enterprise) APPRENTICE



Nuttensons

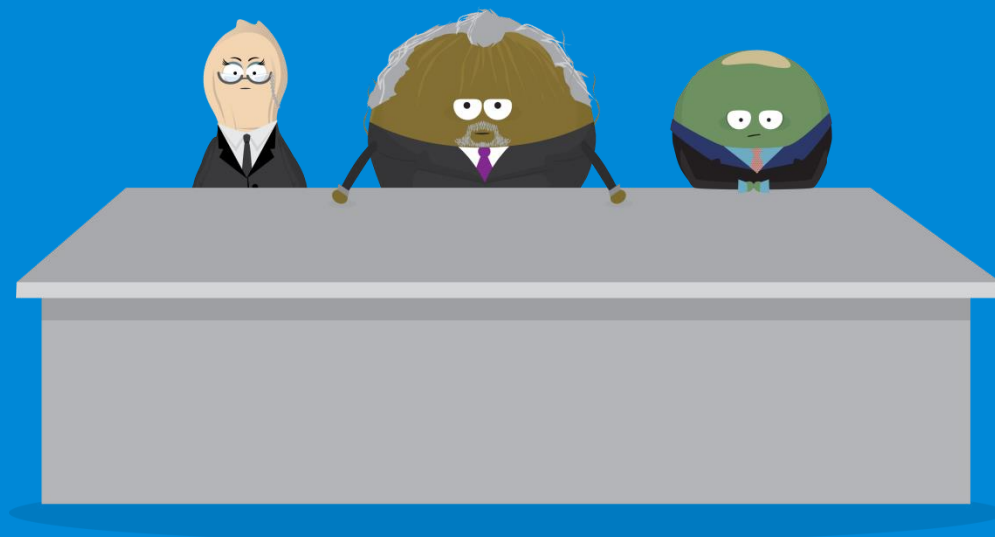
JOB DESCRIPTION

TITLE:	Enterprise Apprentice
SALARY:	£120 per week + Annual bonus
LOCATION:	Manchester, City Centre
HOURS:	40 hours per week
ACCOUNTABLE TO:	Director
CONTACT INFORMATION:	0161 883 1122

MAIN PURPOSE OF JOB

We are looking for self-starting individual who has a track record for getting things done. You will be working as part of a small team. Your primary role will be to support the director in their day to day duties to ensure all projects are completed effectively and efficiently. Your time will spent in various locations performing many different roles. The successful candidate will need to be organised, creative and show initiative.

Please note that this job description is not exhaustive and you may be required to undertake additional duties of a similar responsibility level as and when required.



DETAILED DUTIES

- To manage all tasks effectively and efficiently.
- To discuss services and options to team members and potential clients.
- To assist with the co-ordination and delivery of services.
- Effective management of diary, assessing priority of appointments and reallocation as necessary

- Arranging meetings, venues, travel, hotels saving as much time and expenditure as possible
- Organise social events including sourcing venues, negotiating costs and communicating effectively with staff / clients
- Proactively ensure director is kept up-to-date of diary schedule on a daily basis
- Be aware of the priorities of the director and assist in organising these priorities as appropriate
- Act as a key liaison point between the director with other directors, senior managers and other key parties, always maintaining good communications
- Attend meetings with the director. Provide points of action in email format following all meetings
- Maintain / update written instructions for tasks / systems / training documentation
- Assist with the preparation of quotations for potential clients.
- Conduct research and gathering of data and relevant information as needed to develop successful business proposals.
- Assist with managing client relationships to ensure revenue growth.
- Check supplier invoices, client invoices and charges where appropriate
- Negotiate prices and terms with suppliers and clients
- Oversee your own and the directors business spending, submitting receipted returns to the finance department
- Produce key performance indicator data as required
- Implement market strategies and plans
- Develop ways of improving existing products and services, and increasing profitability
- Developing the customer journey (customer relationship management)
- Identify target markets and developing strategies to communicate with them
- Participate in online and offline marketing
- Be involved in the interview and selection process
- Builds and manage the relationship within new accounts in order to develop and grow revenue
- Develop and maintain strong relationships with all staff, clients and third parties
- To participate fully in business development and strategic discussions
- To take a proactive approach to bringing ideas and draft proposals to meetings for discussion and consideration
- To participate in the teaching and training of team members as agreed.
- Take an active role in your own development.
- Constantly maintain an upmost level of confidentiality and discretion and sensitivity with all information pertaining to the businesses, the directors, information that you learn / obtain, colleagues and business activities in general
- Constantly portray a professional image to colleagues, senior employees and clients in person and in all communications
- Maintain a high standard of dress, appearance and personal hygiene at all times
- Promote and foster a strong, ethical, friendly and efficient team culture and working environment
- To liaise with all staff, clients and third parties in a professional manner
- Be aware of organisational goals - understand what you are doing to achieve them. Make all decisions based on these goals
- Proactively identify opportunities for further expansion in line with our ambitious goals and expansion plans

PERSON REQUIREMENTS

SHARED VALUES

These are our values. And we expect that we share a lot of them with you. So add a dollop of your personality and there you have it - a workplace like no other.

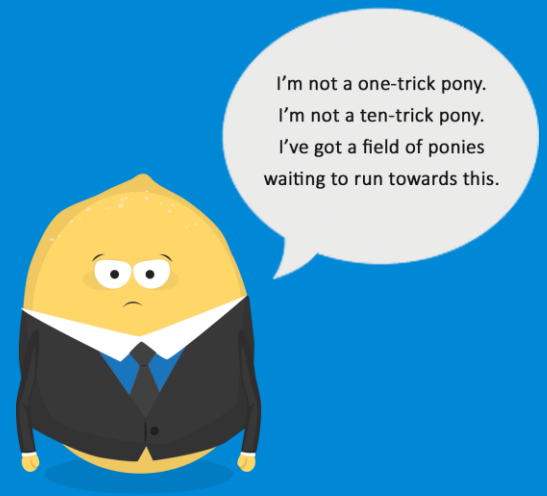
- Attention to Detail - We believe in doing things right. We care about the things that nobody else will see.
- Be better every day - We believe that you can set a higher standard for your life, even if the world around you settles for average.

- Passion, Patience & Persistence -We believe that if you choose something you love to do, and work hard at it, given time you will succeed.
- Life is an adventure embrace it - We're not sure where we going or even when we're going to get there, but we do know we are going to enjoy the journey.
- Make a difference - We believe that by becoming better as an individual, you lift the world up as a whole.
- Achieve anything - We believe that with small and consistent change, anything is possible.
- Actions not words - We believe that the difference between who you are and who you want to be is what you do.
- Customer Service - We believe that your impact can only be as big as your willingness to serve others.
- Teamwork- We believe in each other.

As well as shared values we are looking for someone who is a self-starter, has excellent communication skills and the desire to work hard, be creative, learn new things and develop their skill sets.

ESSENTIAL SKILLS / EXPERIENCE / QUALITIES:

- Experience of problem solving
- Customer service experience
- Excellent verbal and non-verbal communication abilities
- Excellent delegation skills
- Ability to deal with sensitive information with discretion and to maintain confidentiality at all times
- Ability to engage and inspire others
- Ability to multitask and to work accurately and effectively under pressure
- Ability to organise and prioritise workload
- Ability to work on own initiative
- Be able to rapidly assess a situation / problem and to develop appropriate solutions in a proactive manner
- Excellent attention to detail with the ability to maintain a high level of accuracy
- Excellent English language and grammar skills – written and verbal
- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues.
- Excellent telephone manner
- Excellent time management skills
- Strong analytical skills, initiative, and ability
- Ability to gain an accurate and deep understanding of people
- A flexible, pro-active approach to work
- Able to deal effectively with change and have the intuition to spot opportunities in new situations
- Able to inspire others with their enthusiasm and passion
- Ambitious, competitive and driven
- Be able work under sustained pressure and to tight deadlines
- Confident in own abilities
- Goal orientated and ability to focus on what is required to achieve them
- High attention to detail
- High levels of financial acumen
- Highly creative and innovative
- Integrity and strong ethics
- Intelligence
- Personable and good at striking a rapport with a variety of individuals
- Reliable
- Takes responsibility
- Tenacious



- To have the belief, persistence, and patience to achieve goals
- Uses their initiative to make things happen
- Willingness to tackle all tasks in the interests of the business

BENEFICIAL SKILLS / EXPERIENCE / QUALITIES:

- Strong academic qualifications
- Previous admin experience
- Experience of diary management
- Experience of business development
- Sales and Marketing experience
- Experience managing others
- Excellent IT skills including working knowledge of word processing, spreadsheet and presentation software packages, preferably Microsoft Office Word, Excel and PowerPoint
- Excellent leadership skills
- Good presentation skills, able to think on feet and respond to difficult questions
- Able to deal with sensitive and complex situations
- A lifelong learner
- Car driver / owner

APPRENTICE SCHEME

This vacancy is part of the government apprenticeship programme. The successful candidate will spend one day a week at college, and four days a week in our offices gaining first-hand experience. The successful candidate will follow the Advanced Level Apprenticeship in Enterprise. This new Apprenticeship has been developed in conjunction with the Peter Jones Enterprise Academy and provides a fantastic route for enterprising and entrepreneurial young people. It has been designed to create opportunities for an apprentice to gain a broad range of experiences across businesses, developing their business knowledge, project management and entrepreneurial skills and gain an understanding of the changing world that a modern business operates in. The Apprenticeship programme lasts one year, and on completion the apprentice will have gained valuable qualification and will be offered a full-time role.

The Apprenticeship covers the following:

- Make decisions
- Solve problems
- Take the initiative
- Make things happen
- Be resourceful
- Initiate and manage projects
- Be innovative
- Persuade others to do things
- Negotiate a deal
- Pitch a proposal
- Add value to an organisation

Qualifications awarded

At the end of the programme apprentices will have achieved:

- Level 3 Advanced Apprenticeship in Enterprise
- Diploma in Enterprising Skills in a Business
- Environment Level 3 - combining a competence and knowledge-based qualification

- Functional Skills in English, Mathematics and ICT at Level 2
- Personal Learning and Thinking Skills
- Employment Rights and Responsibilities

What are the career opportunities?

On completion of this apprenticeship, apprentices will have many opportunities including management and business development.

HOW TO APPLY

If you are interested in applying please send a covering letter and a CV to careers@nuttersons.co.uk

Closing date: Friday 11 July 2014

No Agencies, please.