



Job Profiles

Business Administration

The Work

As a Business Administrator, you would provide administrative support in all kinds of companies and organisations.

Your exact duties and responsibilities may vary according to the type of company your work for, but your day to day tasks could include the following:

- Drafting and typing letters, e-mail and other documents
- Answering the telephone and dealing with enquiries
- Updating records on a database and spreadsheet
- Dealing with incoming and outgoing post
- Filing
- Photocopying and printing

Hours and Environment

In a full-time job you would usually work between 35-40 hours a week. Part-time work is also available.

You would generally be working in an office based environment.

Skills and Interests

- Excellent communication skills, both written and verbal
- Good keyboard skills
- Confidence with a range of computer software
- The ability to work as part of a team
- The ability to work under pressure and meet deadlines
- Accuracy and attention to detail
- Tact and discretion, for dealing with any confidential information
- Computer and administration skills
- Basic maths skills
- Excellent organisational and time-management skills

Getting into the Industry

All kinds of employment sectors require good business administration skills and you can become a business administrator with various levels of qualifications. Many employers will be more interested in your computer and telephone skills than your formal qualifications, although a good general standard of education may be an advantage.

Jobs may be advertised in local newspapers, Jobcentre Plus, recruitment agencies, by employers themselves (online or in-store) or on the ICS Jobs Board.

Business Administration qualifications, further information & useful contacts

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- 1) Intermediate & Advanced Apprenticeship in Business Administration www.keits.co.uk
You can also do courses at various levels, depending on the qualifications and experience you already have. Relevant courses include: NVQ Level 1 - 4 in Business Administration.
Education Development International (LCCI) Diplomas in Business Administration Practice (Levels 1,2 and 3).
OCR Administration (Business Professional) Certificates and Diplomas at levels 1-4.

Further information and contact details

- 1) Council for Administration (CFA), www.cfa.uk.com
- 2) Lantra, Lantra House, Stoneleigh Park, Nr Coventry, Warwickshire, CV8 2LG
[Tel:0845 707 8007](tel:08457078007), www.lantra.co.uk
- 3) KEITS, Unit C, Houndswood Gate, Harper Lane, Radlett, Herts, WD7 7HU,
[Tel:01923 854586](tel:01923854586) www.keits.co.uk
- 4) Council for Administration (CFA), www.cfa.uk.com
- 5) Skillsmart Retail, www.skillsmartretail.com
- 6) www.afuturein.com
- 7) www.ajobin.com
- 8) National Apprenticeship Service – www.apprenticeships.org.uk
- 9) Breakinto.biz – www.breakinto.biz
- 10) Institute of Professional Administrators – www.inprad.org
- 11) City & Guilds – www.cityandguilds.com
- 12) Education Development International (LCCI) – www.ediplc.com
- 13) OCR Information Bureau – www.ocr.org.uk