

# Role specification.

## Linklaters

### Business Services – Operations - 700002

<b>Job title</b>	Office Administrator Apprentice
<b>Purpose</b>	<p>This is an apprentice role within the London Operations team.</p> <p>UK Operations is Facilities, including building maintenance, security, catering, M&amp;E services, mail &amp; distribution and H&amp;S. Practice Services, including document centre and print room. Client and Corporate Services, including reception travel and FOH.</p> <p>To develop administrative skills and knowledge, learn client service and gain valuable work experience.</p> <p>The aim is to develop an understanding of how the UK Operations function works learning about each individual department, working along side the different teams and performing specific tasks within each of these areas.</p>
<b>Key responsibilities and challenges of role :</b>	<i>The apprentice will receive training and on-going support to enable them to use the systems and processes required.</i>
<b>1</b>	To learn the relevant desktop applications to a standard that enables tasks to be carried out.
<b>2</b>	Learn to deal with queries and tasks efficiently, providing administrative support around the UK Operations function and teams.
<b>3</b>	Develop a general understanding of how each area is managed and service provided along with processes in place.
<b>4</b>	Understand and learn the various online self booking tools and systems available to our internal customers.
<b>5</b>	Developing skills within customer services.

<b>Key contacts</b>	
<i>In department</i>	Head of UK Operations, Operations Management, Team Supervisors.
<i>In the firm</i>	Internal users of services, practice groups, secretaries & business services functions.
<i>External</i>	Clients and suppliers

<b>Budget and headcount responsibility</b>	Not applicable
<b>Location</b>	Silk Street, on occasion Colchester
<b>Reporting lines</b> (both level above and number of staff below)	Property Services Co-ordinator
<b>Level</b>	
<b>Salary Range</b>	

<b>Skills and experience required</b>		
<i>Characteristics</i>	<i>Essential</i>	<i>Desirable</i>
Education	Numerate and literate	Minimum 5 GCSE/ 'O' level grades
Practical Experience		
Office Skills	<p>Enthusiastic, positive attitude, motivated and committed to the completion of the apprenticeship.</p> <p>Organised – ability to prioritise and manage workload</p> <p>Good oral and written communication skills</p> <p>Work in a team environment</p> <p>Computer literacy</p>	

IT Skills	<b>Development</b> Excel Word CABS <b>General IT Skills</b> General understanding of IT and finance systems	
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