



**Cumberland
Council**

Apprenticeship Description

Date	February 2026
Apprenticeship Title	Business Administrator Apprenticeship
Apprenticeship Level	Level 3
Training Provider	TBC
Expected Duration	18 months

Apprenticeship description

As a Business Administrator apprentice within Cumberland Council you will receive:

- High quality training and development opportunities
- Personalised support from managers and mentors
- The opportunity to work alongside skilled and experienced staff gaining valuable job specific and transferable skills that will support you in your future career

Key job specific accountabilities

Whilst the day-to-day tasks will be determined by the specific team that you are assigned to, examples of general duties of a Business Administrator apprentice could include the following:

- Answering the phone and taking messages, from council staff and the public
- Arranging and booking meetings, meeting rooms, pool and hire cars
- Monitoring and placing orders for office materials and travel
- Document production – typing and recording reports, minutes of meetings, letters and forms
- Managing information and data
- Maintain the security and confidentiality of records and documents
- Filing
- Photocopying and scanning of documents
- Receiving and sending daily post
- Enveloping and franking
- Shredding
- Producing e-procurement orders via the E5 system
- Providing support with the organisation of training courses
- Liaising with venues regarding bookings and availability
- Maintaining electronic information systems

Essential Criteria - Qualifications, knowledge, experience and expertise

Please note that your application will be assessed against the **Qualifications; Skills and Personal Qualities and Behaviours** listed below. In your application form you must therefore clearly demonstrate:

1. that you meet all qualification requirements, and
2. that you have or would develop, the skills, personal qualities and behaviours required of the role and provide examples where possible

Qualifications required: Minimum of 5 x GCSE at Grade C / 4 or above (or equivalent) including Maths and English

Desired Skills We welcome applications from self-motivated individuals who are able to work as part of a team and are willing to learn and develop the following skills:

- Excellent communication skills
- Excellent organisation and planning skills
- Excellent listening and observation skills
- Excellent customer services skills
- Excellent levels of IT competency (Microsoft office software including Word, Excel, PowerPoint and Outlook)
- Excellent time management skills

Personal Qualities and Behaviours All employees must adhere to the following behaviours:

- Communicate in a clear and constructive way
- Act with honesty and respect for others
- Demonstrate a positive flexible attitude
- Take responsibility for our actions
- Be committed to one team

Training provided

- Level 3 Business Administrator Apprenticeship

Cumberland Council works with a range of high quality training providers, who deliver qualification and training courses for apprentices employed by the council.

These training providers will undertake the initial aptitude assessments; support with the recruitment process; deliver the qualification training (and ongoing assessments) and work closely with council staff to support apprentices to successfully complete their apprenticeship and move on to further training or employment.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Other Factors

- You must ensure that you are able to travel to and from the work location specified on a daily basis. A maximum of up to £15.00 per week will be paid to support your travel from home to work.
- Following the successful completion of the apprenticeship programme many of our apprentices have moved on to either a higher level apprenticeship or have secured permanent employment with the council or other employers and have embarked on an exciting career pathway. Whilst there is no guarantee that a position would become available at the end of your apprenticeship, Cumberland Council works in partnership with other organisations throughout the county to maximise the opportunities that are available to apprentices. The skills you learn and the qualifications gained will be transferable to other roles either within Cumberland Council or with other employers.