

Business Administration Apprentice

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Business Administration Apprentice (level 3)

Position in the organisation

Reports to the Participant Experience Manager

Member of our Participant Experience team, with the Events team

Part of our Income and Engagement directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Business Administration Apprentice will support the delivery of our Event participants' stewardship journeys. This includes a wide range of activities such as Memory Walk, Trek26 and third party runs and challenges, each attracting between 100 to 30,000 participants.

Working across the Events team, this role will provide outstanding customer care to our supporters through multiple channels including email, telephone, SMS, social media and face to face at events. The post holder will also act as the first point of contact for external and internal stakeholders.

They will carry out administrative tasks on behalf of the team, including maintaining supporter information and taking responsibility for the team's data processes.

The role will be involved in multiple aspects of stewardship delivery across the entire events portfolio, ensuring we're building the strongest relationships with our participants and motivating long-term support.

This role will allow you to complete a Business Administration (level 3) apprenticeship.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

Administrative tasks

- Implement agreed elements of Events stewardship journeys, ensuring all communications are delivered on time and to a high standard.
- Run daily administrative processes for the Events team including data checking and entry, database imports and exports.
- Use the fundraising database to input data and maintain participants' personal information to agreed standards.
- Ensure accurate keeping of supporter data and all information relevant to events.

- Develop, implement and maintain processes to ensure the effective delivery of plans.
- Act as a first point of contact with key external suppliers and partners.
- Fulfil mail-outs to supporters.

Supporter Care

- Provide excellent customer care and support for all participants using a mix of communication channels – including text, telephone, social media and emails.
- Ensure all responses are handled within agreed standards.
- Develop relationships with supporters and participants, encouraging donor retention and repeat support.
- Work with and advise the Supporter Care team to ensure all responses are handled with correct information and to agreed standards.
- Produce engaging and inspiring written supporter communications for a variety of channels.
- Represent the Society at external events, providing a high level of in-person supporter care.

Other tasks

- Work with the Participant Experience Manager, Participant Experience Officer and Events Fundraising Assistants to support the implementation and delivery of Events stewardship journeys.
- Work collaboratively with and maintain good relationships with internal and external stakeholders.
- Be responsible for meeting objectives as agreed with the Participant Experience Manager and Senior Participant Experience Manager.
- Contribute to the overall Events team gross income target of c.£19m.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.

- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Able to work on own initiative	A/I
Strong interpersonal skills	A/I
Good IT skills with experience of using some or all Microsoft packages, including Teams, Excel, Word, Outlook and PowerPoint	A/I
Ambitious, innovative, self-motivated and target driven	A/I
Ability to show empathy for people with dementia and their carers	A/I
Shares knowledge and enjoys working as part of a team	A/I
Ability and willingness to travel independently including occasional overnight stays as required. All travel and accommodation expenses will be covered by Alzheimer's Society.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Excellent communication skills, both verbal and written	A/I
Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work	A/I
Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the business	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I

Be a self-starter and incredibly motivated.	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	A/I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave