



JOB DESCRIPTION

Post	Business Support Apprentice
Reporting to	APSE Scotland Principal Advisor
Post Purpose	To provide effective business support to APSE.

Key Responsibilities

1. Support the implementation of APSE's Business Plan and contribute to the delivery of the business support team's agreed objectives.
2. Taking phone calls and sending/receiving e-mails, including the utilisation of software packages.
3. Able to assist in administrative duties around event planning.
4. General office duties including monitoring stock, ordering supplies and general administrative tasks
5. Maintaining accurate information on the website
6. Maintaining accurate records on the database
7. Providing customer service to a wide range of people, both internal and external to the Association (e.g. staff, suppliers, customers).
8. Attend events to assist with set up, liaising with venues and co-ordinating with venue on the day.
9. To be a point of contact for membership enquiries.
10. Assist with finance duties as required.
11. Assist and support the work of the secretariat as required.

Key Tasks

1. Maintain good customer service and act as a first point of contact for APSE's membership.
2. Processing bookings for both online and in-person events.
3. Assisting with booking venues, arranging catering, and setting up the venues (over the phone)
4. Monitor stock, ordering supplies and general administrative tasks
5. Update accurate information on to the website.
6. Liaise with a wide range of people, both internal and external to the Association (e.g. staff, suppliers, customers).
7. Assist and support the work of the secretariat as required.
8. Attend events to assist with set up, liaising with the venue and co-ordinating with venue on the day.
9. Upload accurate and relevant information on to the database in relation to events.
10. Assist with finance duties as required.