

What Can an Administration Assistant Apprentice Do?

A Level 2 Administration Assistant Apprentice can support the smooth day-to-day running of your organisation while developing practical, transferable workplace skills.

The four areas below show how an apprentice can contribute across business support, customer service, project and team coordination, and sales and marketing.

Business Support

Supporting the day-to-day running of the organisation through:

- Managing emails and correspondence
- Updating records and databases
- Processing documents and paperwork
- Supporting internal procedures and compliance requirements
- Preparing reports and business documents

Customer Service & Support

Acting as the first point of contact for customers and stakeholders by:

- Responding to enquiries
- Managing customer information
- Scheduling appointments
- Supporting customer communications
- Handling routine requests and escalating issues when required

Project & Team Support

Helping teams stay organised and on track through:

- Arranging meetings
- Taking meeting notes and actions
- Managing calendars
- Coordinating resources
- Supporting project administration
- Tracking deadlines and progress

Sales & Marketing Support

Providing support to sales and marketing teams through:

- Updating CRM & marketing systems
- Preparing quotations, proposals, and presentations
- Monitoring campaign performance and producing reports
- Assisting with event planning and coordination
- Following up customer information requests