Building homes, independence and aspirations

Job Profile

Job Title	Apprentice Administration Assistant Level 2		
Job Reference No.	AHOMEJD010	Date of issue:	August 2026

The job in a **nutshell…**

This role provides administrative support to colleagues across Home Group while developing the skills, knowledge and behaviours needed to complete a Level 2 Administration apprenticeship.

Working alongside experienced colleagues, the role supports the day-to-day running of the team by maintaining records, organising information, helping to coordinate meetings and responding to enquiries. The apprenticeship combines practical workplace experience with structured learning, helping to build the skills and confidence needed for a future career in administration.

What **success** will look like**…**

Information and records are kept accurate and up to date, helping colleagues find what they need quickly and complete their work efficiently.

Documents, systems and shared files are well organised because information is stored correctly and in line with agreed processes. This helps the team work effectively and keeps important information secure.

Meetings, events and day-to-day activities run smoothly because administrative tasks are completed on time, documents are prepared and bookings are arranged when needed.

Colleagues receive helpful and timely support because enquiries are responded to professionally and requests are dealt with efficiently or passed to the right person.

Business systems, spreadsheets and trackers are maintained accurately, providing teams with reliable information and helping them monitor progress and performance.

Information is handled carefully and confidentially, following Home Group policies and data protection requirements. This helps ensure records remain accurate, secure and compliant.

Confidence and capability continue to grow through day-to-day experience, apprenticeship learning and regular feedback. New skills are developed and applied in the workplace, supporting both personal growth and team success.

The team values a positive attitude, willingness to learn and reliable approach. Work runs more smoothly because support is provided when needed and tasks are completed to a good standard.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We have a creative spark • Be confident to try something new – give it a go • Share your excitement and passion • Think outside the box about how things can be done more efficiently and effectively	**Administration and Digital skills** • Basic use of Microsoft Word, Outlook and Teams • Able to use digital systems and learn new technology • Creates and manages documents accurately
We have an eye for detail • Pays attention to the details • Using and recording information to drive improvements • Working in a safe, effective, caring and well-led way	**Organisation and Accuracy** • Organised and able to manage simple tasks to agreed deadlines • Careful and consistent when recording information • Pays attention to detail and checks work for accuracy
We are great influencers • Be a real self-starter • Build rapport and develop relationships • Be curious – listen to understand your audience's situation or style	**Communication and Professional Working** • Clear verbal and written communication • Understands the importance of confidentiality • Willing to ask questions, seek support and learn from feedback

We'd also love you to have, or be **brilliant** at… (but don't worry if not)

GCSE grades 9-4 (A-C) in English and Maths or equivalent qualifications.

Experience of using spreadsheets, databases or shared online systems.

Experience gained through work experience, volunteering, school, college or part-time employment.

We're all **accountable** for…

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you … they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff…

Budget Holder	No	Budget value up to £	Not applicable
Manages People	No	# of direct reports circa	Not applicable
Travel	Occasional	Driving Essential	No
DBS	None		


Brilliant people
we are one team, unique and valued
Accountable
Caring
Commercial
Energised
We have an eye for detail
We are intuitively collaborative
We have a win-win mentality
We get where our customers are in their lives
We unleash the potential of others
We have creative spark
We know how the world works and our place in it
We are great influencers
We are self-starters
We are organisers and drivers