

BUSINESS ADMINISTRATION WORKS – 2 week Routeway course

This Partnership pre-employment 'Routeway' course is delivered jointly by South Leicestershire College & Leicester College, usually in a city centre location.

30 hours tuition (2 weeks x 15 hours/week, usually over 3 days).

Course Content

- Structure of organisations – departments, job roles and team working
- Using office equipment – photocopier, fax, shredder, laminator
- Introduction to computers – keyboard skills
- Customer service / reception skills – interpersonal skills & effective communication
- Telephone skills
- Administrative skills – filing, producing documents, note taking, meetings
- Health & Safety and Equality & Diversity awareness
- Applying for a Job

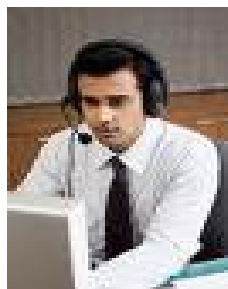
Possible Job Roles

General Office Assistant
 Finance Assistant
 Receptionist
 Telephone Customer Service
 Call Centre Assistant
 Data Input Clerk
 Filing & Photocopying Assistant

Minimum Pre-Course Requirements

Currently unemployed & eligible for funding
 Able to read, write and do simple number calculations
 Have a CV including any relevant experience
 Good interpersonal skills
 Able to communicate verbally & in writing
 Prepared to use computers/keyboards
 You must be registered on the City Strategy database

Committed to full attendance on the course



What Happens After the Course?

- When you complete the course you will be asked by the tutor about your job & work preferences
- This information will then be used by the partnership's job-matching team to link learners to any work experience or guaranteed interview opportunities which have been brokered by the partnership.
- You should continue to work with your advisor who can help you to identify suitable jobs or work experience

FOR FURTHER INFORMATION SPEAK TO YOUR ADVISOR

Potential Job Roles in Business / Office Work

Administration Assistant

Administration assistants will often carry out a number of methodical and routine tasks to support the administration team improving your knowledge of office systems and keyboard skills. Typical duties may include:

- Typing/formatting documents
- Updating information on the database
- Answering the telephone and directing calls
- Organising and distributing the post
- Using office equipment: photocopier, fax, franking machine

In some companies or organisations, this role may bear more responsibility. The range of duties will depend on the size and type of organisation. You should expect to be very busy though!

Receptionist

The role of a receptionist is variable. Essentially it's about looking after visitors and ensuring they are happy but some roles may incorporate much more. Typical duties may include:

- Greeting visitors & answering telephone calls
- Booking meeting rooms, and arranging appointments / meetings
- Dealing with enquiries
- Sorting post & general administration

These are just a few examples of the kind of duties that you may be responsible for. In reality, the role of a receptionist may be more varied and will depend entirely upon the company or organisation.

Call Centre Operative

To be a call centre operator, it is important that you enjoy speaking on the phone and you must have a confident telephone manner. The majority of the time will be spent speaking to customers and clients to provide advice, promote new services or products, sell goods or conduct market research. Some roles may include telesales or 'cold calling'. Part of the role will be maintaining customer/client records. This involves entering data into a computer database or CRM (Customer Relationship Manager) system. Typical duties may include:

- Answering incoming calls and/or making 'cold calls'
- Updating customer records
- Interacting with customers via email or post
- Taking orders/bookings and/or providing advice and information

Potential employers include literally any type of business – almost every company relies on having efficient administration & customer service teams. Roles might be full-time or part-time. Some roles will be 9-5.30, Mon-Fri but others might require shift work including evenings & even weekends.



Multi-Access Centres

Supporting people into work

