

# Apprentice Facilities Administrator

Join the brand that is transforming rural areas with ultrafast full fibre broadband. We're the team where talented people are encouraged to thrive and enhance their career.

Powered by brilliant people with bright ideas, we want to hear yours. Our success is driven by your creativity, collaboration and commitment.

Reporting to the Indirect Purchasing and Facilities Manager, the Facilities Administration Assistant/Receptionist will be responsible for carrying out a variety of administration duties (8:30am to 12pm), and providing HQ reception/switchboard services (1pm to 5pm). It is a role that is involved in many areas of the business where ad-hoc requests will be acted upon in a professional and friendly manner, ensuring the day to day delivery of high-quality facilities services to our Head Office and regional offices. In addition to the provision of Facilities services to our offices the department also provides other support services to the company, including travel bookings (hotel/ train/flights), vehicle fleet and Senior Leadership Team.

This role is initially fixed term for 13 months. The apprenticeship qualification will either be in business administration or facilities administration.

You are ambitious with the tenacity to succeed. You will be able to demonstrate the essential criteria whilst bringing your own passion and ideas. Some of the key skills you will possess are:

- Strong customer service and administration skills.
- Excellent professional personal presentation.
- Strong communication skills, both written and verbal.
- Ability to multi-task, organise, plan and prioritise effectively with good attention to detail.
- Sound knowledge of using Microsoft Office systems and the ability to pick up bespoke IT systems.
- Ability to ensure the highest standards of quality and support are achieved in a supportive and positive manner.
- Ability to liaise and deal with internal and external customers at all levels.

You share our values. They make us who we are:

- **Find a way:** Always working together to deliver market-leading solutions and provide customer service excellence to our communities
- **Be committed:** We are all accountable for our actions and work relentlessly with our many customers to deliver on our promises
- **Do the right thing:** We always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues
- **Keep it simple:** In an industry of complexity and confusion, we make things easy for everyone to understand

## Culture & benefits:

We empower people to do what they do best; fast. We want you to bring you, so we don't 'fence' anyone in to a single way of working. You will get the latest news through our staff magazine, Gigabites, and monthly company updates (food can play a major part in this!). You are living and breathing our values, so your colleagues may nominate you for our Star of the Month award. If you win you get an extra day's holiday. Like us, you probably like to get a bit social too. We have a weekly running club, Gigaclear FC plus two company socials a year, and more.

On top of this we offer great benefits such as, Study Support, Income Protection, Life Assurance, Pension and 25 days holiday (plus bank holidays).

**When you apply for this role, please access the full job description in the account registration area.**