

Exploring Careers Through Technical Routes

Business Administration



The Industry

Business administrators are essential to the smooth running of any business. They provide the support necessary for organisations to run efficient day-to-day operations and co-ordinate and implement office procedures.

Business administrators tend to be office based with a variety of tasks. They could: sort the post; answer telephone calls from both internal and external people; order office stationery supplies; meet and greet clients; take notes; run errands; do word processing; file documents; look after managers' diaries.

There are opportunities for administrators in all sectors including national and local government, agriculture, finance, engineering, health, leisure, media, retail, transport and utilities.

Institute of Leadership and Management (ILM) <https://www.i-l-m.com>
Institute of Chartered Secretaries and Administrators (ICSA) <https://www.icsa.org.uk>

Skills and Requirements

Administration staff need a range of skills. These include:

- Being logical and systematic with strong organisational skills to manage for example paper based or electronic filing systems
- Good attention to detail to ensure every task is completed accurately
- Time management with planning skills to ensure meeting of deadlines
- The ability to juggle tasks and prioritise your workload
- Staying calm under pressure
- Friendly communication to interact with a wide range of people
- Accurate written communication skills e.g. for writing correspondence, emails and memos
- Tact, discretion and respect for confidentiality
- A pleasant and confident telephone manner
- Being a team worker
- An ability to use your own initiative
- Technology skills for working with software programmes including spreadsheets, databases, word processing and graphic presentations.

'Currently over 3.3 million people work in administrative and secretarial positions, making it the fourth largest occupational category.'

Source: careerpilot.org.uk

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Working and Learning in Business Administration



Job Roles & Progression

Study Programme

Levels 2 and 3
Business Administration.
Business Studies.



Further study

BA (Hons)
Business Administration
with Accounting and Finance or
Business Analytics.
BSc (Hons)
Business Administration
with Marketing.
FdA
Business Administration.
Institute of Leadership and
Management (ILM)
Leadership and Management
qualifications.



Apprenticeships

Intermediate and Advanced
Business and Administration.
Higher
Business and Professional
Administration.



Career roles

Senior administrator.
Team leader for a group of
administrators.
A personal secretary (PA)
who works closely with senior
managers or directors usually on a
1:1 basis.

Calculation including problem solving

Tasks

1. Calculate the cost of repairs to the photocopier.
2. Work out the VAT on a variety of stationery items.
3. Produce an itemised quotation for a customer offering two different options.
4. Produce a call log to assess the nature and frequency of customer enquiries to collate a new FAQ section on the website.
5. Produce a graph to illustrate peak incoming call times to inform call centre staffing requirements.

Links to GCSE Maths

1. **Number** (whole numbers - addition, subtraction, multiplication, division).
2. **Number** (financial mathematics).
Ratio, proportion and rates of change (percentages - increasing and decreasing an amount by a percentage).
3. **Number** (whole numbers - addition, subtraction, multiplication, division).
Problem solving (solving number problems).
4. **Statistics** (collecting data - types of data; representing data - frequency tables).
5. **Statistics** (collecting data - questionnaires, representing analysing data - bar charts).
Algebra (graphs - co-ordinates).

Communication, all forms

Tasks

1. Demonstrate a face to face conversation with a colleague.
2. Write an email to a customer in response to query.
3. Write a business report for your line manager on monthly stock ordered.
4. Call a customer to respond verbally to their complaint letter.
5. Review promotional literature on different staplers to make choices about purchases for the office.

Links to GCSE English Language

1. **Spoken language** (speaking and listening - audience and purpose; personal presence - body language, eye contact; voice - pitch, volume).
2. **Writing** (context, audience, purpose; writing non-fiction - a letter; planning - planning a structure; vocabulary - use precise verbs).
Spelling, punctuation and grammar.
3. **Writing** (writing non-fiction - a report; context, audience and purpose - purpose; planning - planning a structure).
4. **Spoken language** (speaking and listening - purpose, discussion skills).
5. **Analysing non-fiction** (non-fiction text type - brochures; context - text).
Comparing texts (comparing by purpose).