

Job Description – Ravenhall Risk Solutions Ltd – Apprentice Insurance Broker – RAVAPP

Role and Context	Need to do	Need to know	Need to be
<p>Purpose</p> <ul style="list-style-type: none"> • To provide a comprehensive secretarial support to individual Directors and to the remainder of the business, maintaining confidentiality as appropriate. • To deputise for any other role, as and when required by line management. • To develop learning and skills to <p>Context</p> <ul style="list-style-type: none"> • This job is office based with normal working hours and conditions applying. 	<p>Key Outputs</p> <ul style="list-style-type: none"> • Open, sort and distribute post, as required. • Telephone contact for Directors and other members of staff in the business who may be engaged or absent from the office. Calls to be dealt with efficiently and concisely, taking messages and ensuring relevant callbacks are completed. • Provide audio and copy typing service for Directors and all other personnel within the business. • Photocopying and faxing documentation. • Filing of correspondence, as appropriate. • Maintain a diary system in respect of all work undertaken and ensure staff are aware of action required at the appropriate time. • Maintain holiday and sickness records for appropriate members of staff. 	<p>Qualification</p> <ul style="list-style-type: none"> • 5 GCSE A-C <p>Experience</p> <ul style="list-style-type: none"> • Experience of MS office programs <p>Skills</p> <ul style="list-style-type: none"> • Excellent communication skills • Confident on the telephone • Ability to be consistent with procedures • Ability to learn new computer systems • Ability to react to changing demands of the business on a daily, weekly and monthly 	<p>Competencies</p> <ul style="list-style-type: none"> • Good team player • Able to use own initiative and provide guidance to customers • Self-motivated • Quality and detail focused • Customer focused • “Can Do” Attitude

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	<ul style="list-style-type: none">• Arrange internal and external meetings, confirming times and venues to all attendees and providing drinks and other refreshments, as required.• Take minutes of meetings, prepare and distribute these to attendees.• Maintain records of the movements of external members of staff and circulate details throughout the business.• Ensure post is dispatched on a daily basis.• Maintain the daily fire register (optional, dependent on size of firm).• Any other duties, as requested by your Line Manager, in accordance with the nature of this position.• Continuous professional development to maintain progress through NVQ portfolio		
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