



FCDO Services

APPRENTICESHIPS IN

# Business Administration

Learning how to support a smooth-running business is no easy feat – but when you do it for a vital global organisation like FCDO Services, it opens up all kinds of possibilities for your future. Whether you're just leaving school, looking to return to work after a career break, or thinking about changing careers, this apprenticeship will give you the chance to get hands-on experience in our Customer Relationships Directorate, and to achieve some invaluable academic qualifications along the way.

**IT TAKES A DIVERSE TEAM**  
TO PROTECT A DIVERSE WORLD

**VISIT OUR WEBSITE**  
[FCDOSERVICECAREERS.CO.UK/APPRENTICESHIPS](https://fcdoservicescareers.co.uk/apprenticeships)

## APPRENTICESHIPS IN BUSINESS ADMINISTRATION

But what's so special about our apprenticeship? From constructing embassies to protecting government communications, our projects protect the UK's interests around the world – and the administrative skills you will gain on this programme will help make it all possible. Whether you're learning about Health and Safety compliance or supporting regional strategy consultations, you'll be ensuring that our organisation works efficiently, so that we can protect people, information and assets worldwide.

### KEY FACTS

- **Level 3 Apprenticeship, studying towards a Business Administration qualification**
- **Based at Hanslope Park, Milton Keynes, with the flexibility of hybrid working depending on business need**
- **15-month programme – with a potential full-time role at the end**
- **Combination of practical work and study**
- **Open to all ages, but you will need:**
  - Two GCSEs (or equivalent e.g. O levels) including Maths and English grades 9-4 (A\*-C)
  - A genuine interest in business administration
  - Strong communication and organisational skills
  - Good IT literacy, numeracy and an aptitude for analysing information and spotting trends
  - British citizenship, having lived in the UK for the last three years before the first day of the apprenticeship (aiming to start September 2022), and for at least five of the last ten years
  - To be at least 16 years old by 30 April 2022 so you can complete Security Check (SC) clearance before your start date
- **Candidates will need to undergo Security Check (SC) clearance before joining.**

This apprenticeship will not only give you a grounding in Customer Relationship management at FCDO Services, but you'll also develop a range of practical skills by undertaking hands-on work alongside experienced professionals. Do well, and you'll come away with both a Level 3 apprenticeship qualification, and the chance of a permanent role within the team. In short, you'll find a role where you'll build your skills and widen your options – all with the benefits of a career in the Civil Service. So we think it's fair to say that by joining FCDO Services, your future just got bigger.

### YOUR PROGRAMME

Joining our Customer Relationships Group, you'll help to support our strategic relationships with customers. It's an opportunity to get a firm grounding in the strategic direction of FCDO Services as a whole, not least because you'll be in regular direct contact with key stakeholders across the wider Civil Service, including the Foreign, Commonwealth and Development Office (FCDO) and the wider commercial marketplace.

You'll work with other teams across FCDO Services too, helping them engage with new ways to work and improving our services as you go.

## APPRENTICESHIPS IN BUSINESS ADMINISTRATION

You can expect to help identify the right individuals and teams to work with so we can make sure we deliver customer satisfaction across all of our services.

At the same time, you'll take on a series of Business Administration knowledge modules, learning through a blend of group sessions with support from your Talent Coach and access to digital content on our online platform. Your modules will include:

- The organisation
- Value of your skills
- Stakeholders
- Relevant regulation
- Policies
- Business fundamentals
- Processes
- External environmental factors.

Along the way, you'll learn how to boost your soft skills too – including your communication skills and how to write a Personal Development Plan (PDP). Throughout the programme, you'll be meeting your Talent Coach for regular reviews to assess your progress, discuss your achievements and identify areas for potential growth.



Your Coach will also support you to build a portfolio of evidence, all leading up to your End Point Assessment. There, you'll demonstrate the competencies you've built up through a work-based project, an interview, a showcase of your portfolio, and a presentation session. Of course, your line managers as well as your team will also be there to support you every step of the way.

### COMPLETING YOUR APPRENTICESHIP – AND BEYOND

When you successfully complete the apprenticeship, you'll gain your Business Administration Apprenticeship qualification. But where to next? You'll have a range of options to make your future bigger. We'll do our best to find you a permanent position with us – your most likely starting point is a role within the team you've worked with. From there, you'll be able to explore your interests and set your sights on your future options and what you want to accomplish next.

Website: [fcdoservicescareers.co.uk/apprenticeships](https://fcdoservicescareers.co.uk/apprenticeships)

Email: [fcdoservices.recruitment@fcdo.gov.uk](mailto:fcdoservices.recruitment@fcdo.gov.uk)

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