



OFFICE SUPPORT

Office support jobs are diverse and varied in their responsibilities and duties. All roofing businesses need some form of office support. This can include customer services, administration and finance.

DUTIES CAN INCLUDE:

Preparing, organising and storing information

Dealing with queries on the phone and by email

Greeting visitors and meeting clients

Managing diaries, scheduling meetings and booking rooms

Arranging travel and accommodation

Arranging post and deliveries

Taking minutes at meetings

Updating computer records using a database—this can include financial data

Maintaining office systems

Liaising with suppliers and contractors

Liaising with staff in other departments, for example finance, HR and design teams

EDUCATION NEEDED

GCSEs

The entry requirements for the job or apprenticeship may vary, depending on what the employer requirements are, however ideally you will have achieved a GCSE Grade C (4) or above in Maths and English.

OTHER QUALIFICATIONS

It will also help you get a job or apprenticeship in office support if you have already achieved some further education qualifications that are relevant to the job. This could include Business Studies or IT.

Depending on the job, the employer may look to offer an apprenticeship or job with training.

WORK EXPERIENCE NEEDED

Apprenticeships are designed for those with little to no direct work experience in the roofing sector.

Employers will always value any work experience that you have gained as it builds on your employability skills. This includes part-time work, volunteering and involvement in extracurricular activities.

SKILLS NEEDED

- Communicate effectively and appropriately with others
- Enjoy learning how to use IT programmes
- Demonstrate a positive approach to problem solving and offering suggestions about how to improve how the office runs
- Show an ability to contribute to discussions as part of a team

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