Skills England

Administration assistant

Key information

Reference: ST1472
Version: 2.0
Level: 2
Typical duration: 12 months
Minimum hours for compliance: 278
Route: Business and administration
Integration: None
Maximum funding: £4,000
Date updated: 31/07/2026
Approved for delivery: 1 August 2026
Lars code: 838
Class code: Z0001875
EQA provider: Ofqual
Example progression routes:
Content creator,
Multi-channel marketer,
Advertising and media executive,
Data technician,
Payroll administrator,
Compliance and risk officer,
Pensions administrator,
Procurement and supply assistant,
Event assistant,
Travel consultant,
Clinical coder,
Fire safety advisor,
Emergency contact handler,
HR support,
Learning and development practitioner,
Recruiter,
Improvement technician,
Library, information and archive services assistant,
Public sector compliance investigator and officer,
Leisure duty manager,
Procurement and supply assistant,
Employability practitioner,
Associate project manager,
Data protection and information governance practitioner,
Sales executive,
Business administrator
Review: this apprenticeship will be reviewed in accordance with our change request policy.

Occupational standard | Assessment

Contents

Details of the occupational standard

Occupation summary

This occupation is found in all sectors and industries and includes all sizes of organisations from small to large businesses. Assistant administrators have a highly transferable set of

knowledge, skills and behaviours that can be applied across the public, private and third sector.

The broad purpose of the occupation is to carry out routine administration tasks that support operations. The work is carried out under supervision following set procedures for tasks. An assistant administrator is an integral part of the team and organisation responsible for supporting the efficient organisational functions and operations. The assistant administrator is responsible for assisting colleagues with routine duties. These can vary depending on the team structure and size of business. They use digital systems and tools to collate, extract and enter data. An assistant administrator's work can include tasks such as routine data entry and providing support to team members to help ensure that daily activities are carried out within agreed timescales and quality expectations. They may also work, under supervision, more widely in the organisation to meet organisational priorities. They represent the organisation when dealing with internal and or external stakeholders.

In their daily work, an employee in this occupation interacts with colleagues, supervisors, senior managers, clients, customers, contractors, suppliers, service users, and government agencies. Within their organisation they may be asked to work with or act as a point of contact for other departments and colleagues within the organisation such as IT departments, finance and human resources. They must be able to take and respond to feedback from their supervisor in order to meet the needs of the organisation. Assistant administrators are flexible responding to organisational priorities and changing needs. They may have access to sensitive information respecting organisational and personal information.

An employee in this occupation will be responsible for routine administration tasks directed by supervisors providing support to meet the needs of the organisation. Areas of work will be unique to each organisation and to the nature of the role.

Typical job titles include:

Admin assistant | **Administrative officer** | **Administrative clerk**
Business support | **Clerical assistant** | **Data clerk** | **Office assistant**
Receptionist | **Records clerk** | **Secretary**

Occupation duties

DUTY	KSBS
Duty 1 Communicate with stakeholders, such as internal teams and external organisations, using appropriate methods and professional language. This may include letters, phone, face-to-face, e-mail, video call, online chat functions or digital platforms.	K1 K3 K4 K5 K7 K8 K9 K10 K12 K13 K15 K18 K19 K20 K21 K22 K23 K24 K25 S1 S2 S3 S6 S7 S9 S10 S12 S15 S16 S20 B1 B2 B3 B4 B5 B6 B8
Duty 2 Support internal or external events or meetings, in person or on line, following organisational policies and procedures.	K1 K2 K3 K4 K6 K12 K13 K15 K20 K23 S2 S7 S15 S16 S20 B4 B5 B6
Duty 3 Access and store information securely in line with organisational requirements for future use and recovery. For example physical and or digital filing systems.	K1 K5 K8 K9 K10 K11 K16 K23 K24 S1 S2 S3 S4 S5 S10 S11 S18 B1 B4 B5 B6
Duty 4 Use software packages to collate, input and extract data and information in line with organisational requirements. For example updating office databases, stakeholder records or notes, finance records, CRM systems or sending mailshots.	K1 K2 K5 K8 K9 K10 K11 K14 K16 K22 K23 K24 S1 S2 S3 S4 S10 S17 S18 B2 B4 B5 B6
Duty 5 Format and input data in line with organisational requirements. For example, redacting information, stakeholder details, expenses, travel and routine reports. Report or escalate errors, breaches or concerns to supervisor or line manager.	K1 K2 K3 K4 K5 K6 K7 K8 K9 K11 K12 K16 K17 K23 K24 S1 S2 S3 S4 S5 S6 S10 S17 S18 S20 B1 B2 B4 B5 B6
Duty 6 Provide support to team members to help ensure that activities are carried out within agreed timescales, budgets and quality expectations. For example ordering and reporting on office resources or sourcing information. Inform line manager or supervisor on any changes, anomalies or concerns.	K2 K3 K5 K6 K12 K14 K15 K17 K21 K24 S2 S6 S7 S8 S9 S10 S11 S12 S13 S14 S15 B1 B2 B3 B4 B5 B6 B7 B8
Duty 7 Identify, collate and handle data and information from different sources such as business, stakeholder records and delivery notes. Share securely,	K1 K3 K4 K5 K6 K7 K9 K12 K16 K18 S1 S2 S3 S4 S5 S10 S11 S17 S18

confidentially and in line with organisational expectations and requirements.	B1 B2 B3 B4 B5 B6
Duty 8 Be aware of the organisation's priorities and activities, and how the role supports these. For example undertaking routine tasks such as presenting information and producing documents.	K1 K2 K3 K4 K5 K6 K7 K12 K14 K15 K18 K19 K20 K21 K22 K23 S1 S2 S5 S6 S7 S8 S9 S10 S11 S12 S13 S14 S15 S16 S19 S20 B1 B2 B3 B4 B5 B6 B7 B8
Duty 9 Identify issues and escalate problems to others when beyond remit.	K1 K3 K5 K7 K12 K13 K19 K20 K22 K25 S2 S4 S5 S11 S15 S16 S19 S20 B1 B3 B4 B5 B6 B8
Duty 10 Plan and review workload with supervisor to ensure best use of time to complete allocated tasks to deadlines.	K2 K3 K9 K15 K19 K20 K21 K25 S2 S6 S7 S8 S9 S12 S14 S15 S16 S20 B1 B2 B3 B4 B5 B6 B8
Duty 11 Keep up to date with sector developments to enhance skills and follow a continuous professional development plan.	K1 K3 K4 K5 K6 K9 K12 K14 K19 K21 S2 S11 S15 S16 B3 B5 B6 B8

KSBs

Knowledge

K1: Industry regulations, codes of practice, organisational policies, workplace practices, confidentiality, licences and legal requirements that might affect the organisation such as social media guidelines, security threats, data protection and GDPR.

K2: How organisation structure, vision and function affect the role.

K3: The role, responsibilities and impact this has on deliverables, stakeholders and key performance indicators.

K4: The sector landscape and its impact on the organisation and role for example technology, finance or compliance.

K5: Principles of corporate social responsibility (CSR) and ethics relating to the role.

K6: Approaches to diversity, equity, inclusion and the impact on stakeholders and organisational activity.

K7: The impact of sustainability and environmental good practice on organisational activity.

K8: Software packages and their technical applications such as databases, spreadsheets presentation and communication tools.

K9: Principles of information and data retrieval, maintaining records and respecting confidentiality, in line with organisational policies and legislation.

K10: Principles of working safely, such as online, on site, venues and organisational premises, to meet requirements.

K11: Principles of data and information handling and storage including the importance of retention dates, systematic storage, backing-up and filing structure.

K12: Types and frequency of written communication with stakeholders and the impact on outputs. For example mass texts, mailshots, formal letters or emails.

K13: Principles of verbal communication. For example over the phone, in a meeting both online and virtual, formal presentations.

K14: Approaches to maintaining up-to-date knowledge of existing and evolving tools and trends.

K15: Principles of time management and tools used to organise workload to meet deadlines.

K16: Information and data retrieval. Required processes to undertake tasks for example compliance, GDPR, retention and deletion.

K17: Quality assurance processes and how they impact on the role and organisation.

K18: Sources of information. Methods to fact check, use and share information following processes, legislation or policy.

K19: Feedback mechanisms. How to receive feedback.

K20: The benefits of wellbeing and good working practices.

K21: Self-reflection models and techniques.

K22: Escalation processes such as security, software, customer service and complaints.

K23: Digital footprint. The impact of online activity and how this can make an individual or organisation vulnerable.

K24: The benefits of cloud services and platforms.

K25: Methods to seek clarification and help to complete assigned tasks within agreed timeframes.

Skills

S1: Receive, retrieve, process, record and store information and data.

S2: Operate within organisational policies, standards and procedures and relevant legislation respecting confidentiality; adapting to operational changes as they occur.

S3: Use software packages and tools for example AI or automation to input and process data and information, to contribute to routine administration tasks in line with organisational policies and procedures.

S4: Handle and communicate information in line with organisational policies, procedures and security requirements.

S5: Recognise and rectify issues and escalate as required. For example stakeholder documents and reports, safeguarding concerns or abusive behaviour.

S6: Plan and review administration tasks allocated by supervisor.

S7: Maintain professional relationships with stakeholders.

S8: Monitor and report on the use of resources such as materials, equipment and supplies.

S9: Use agreed organisational systems and protocols to manage calendars, diaries and booking systems.

S10: Source information as requested by stakeholders, ensuring they are shareable. As examples client records, signpost to services or reports.

S11: Use continuing professional development including self-reflection to support current and future training and development needs.

S12: Use communication tools to respond to stakeholders using professional language and organisational etiquette.

S13: Operate within agreed health and safety standards.

S14: Use time management tools to meet deadlines.

S15: Handle feedback following expected professional etiquette.

S16: Maintain wellbeing, accessing organisational support mechanisms if required.

S17: Review and check own work.

S18: Use cloud services to share documents for use and or collaboration.

S19: Protect against security threats for example, strong passwords, two step verification, office tailgating and display of security passes or clothing that identifies secure workplaces.

S20: Seek clarification and help, when required, to complete assigned tasks within agreed timeframes.

Behaviours

B1: Team working to provide support. Collaborate with internal or external stakeholders to help achieve the goals of the organisation.

B2: Flexible and responds positively to changing work requirements or environments.

B3: Act upon and respond respectfully to feedback. Displaying commitment to personal and professional development.

B4: Acts in an ethical manner embracing equity, diversity and inclusion in the workplace.

B5: Professional in approach to work and internal or external stakeholders to meet the requirements of the organisation and codes of conduct.

B6: Focussed on the importance of delivering a quality service, identifying, meeting or exceeding key performance indicators.

B7: Works sustainably ensuring resources are used efficiently and responsibly.

B8: Committed to personal wellbeing and an awareness of the support and resources available to help them.

Qualifications

English and Maths

English and maths qualifications must be completed in line with the apprenticeship funding rules.

Version log

Version	Change detail	Earliest start date	Latest start date
2.0	Approved for delivery	01/08/2026	Not set

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