

Job title: Gateway & Data Collections Apprentice

Line manager: Gateway Team Manager

Grade (if applicable):

Direct reports: None

Role purpose:

Working with the Essex Outreach Gateway you will have a key role in supporting the smooth and efficient operation of the Gateway. The apprenticeship will provide you with a structured learning path to gain practical experience across various administrative functions while building essential skills in organisation, communication, and project coordination. Under the guidance of experienced team members, you will assist with day-to-day administrative tasks, customer service and act as first point of contact into the outreach service, contributing to the overall productivity of the Gateway.

Key results:

- Support the Gateway team in achieving its mission and Peabody's strategic goals.
- Manage the Gateway inbox and respond to customers and external stakeholders.
- Assist in processing referrals and phone cover.
- Help with the daily administration for data collection.
- Coordinate bookings for community hubs and signpost customers to meet their needs.
- Ensure proper escalation for customer referrals and / or contacts.
- Respond to enquiries from colleagues and managers
- Ensure the accurate handling and protection of data, maintaining high standards of quality and compliance.
- Maintain personal skills and knowledge relevant to the role.
- Uphold Peabody's policies, including those on Equality, Diversity, and Safeguarding.

Success metrics:

- Deliver high quality customer service to colleagues and stakeholders.
- Prepare management information and KPI reports on time.
- Present data in clear, accessible formats for both internal and external use.
- Stay updated on skills and training needed to perform effectively, using tools and data efficiently.

Level 3 Business Administrator apprenticeship

This is a Level 3 Business Administrator Apprenticeship over 15 months (plus 3 months for End Point Assessment). As part of your apprenticeship you will:

- Attend training sessions, workshops, and meetings to gain essential knowledge in the field.
- Participate in off and on-the-job training to apply your learning in real-world scenarios, enhancing your practical skills and understanding of business administration.
- Complete assignments, assessments, and coursework to fulfil the programmes requirements.
- Engage in 1:1 sessions and performance reviews, providing valuable insights for personal growth and skill development.
- Receive mentoring and support from experienced professionals, offering guidance to help you succeed.
- Have opportunities for career development within the company, exploring potential growth and advancement.
- Complete a final end point assessment to demonstrate your knowledge, skills, and competence at the end of your apprenticeship.

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- If you have not yet achieved a Level 2 in Functional Skills in maths and English (or equivalent, such as GCSEs at grades A-C/9-4), you will have the option to complete these qualifications during your apprenticeship.

About you:

You will be:

- Committed to delivering excellent results and customer service with a positive, flexible approach.
- Understanding and patient in response to customers who may present as frustrated.
- Organised, hardworking team player with a “can-do” attitude.
- Willing to learn, task prioritisation in a fast-paced setting.
- Passionate about learning and achieving great results for all customers.
- Eager to develop skills in presenting data, producing reports, and creating procedures.
- Strong communicator who takes ownership of issues and seeks timely solutions.
- Enthusiastic and dedicated to ongoing professional growth.

You will have:

- Level 2 qualifications (equivalent to 5 GCSEs).
- Good communication skills
- High attention to detail with a problem-solving approach.
- Ability to work flexibly, under pressure, and meet tight deadlines.
- Understanding GDPR requirements and commitment to confidentiality
- Awareness of equal opportunities and support for Peabody’s Equal Opportunities Policy.

This role will require an enhanced DBS check.

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