Business People & Process Services – Examples of possible roles

GRADE 1
Apprentice

GRADE 2
Administrative Assistant e.g.
Business Support
University Retail

GRADE 3
Senior Assistant e.g.
Senior Business Support Assistant

GRADE 4
Administrator e.g. (Business Support) (Learning & Teaching)
Facilitator e.g. (Accommodation and Facilities Services)
Practitioner e.g. Procurement Practitioner Paralegal
Supervisor

GRADE 5
Analyst e.g. Business Systems
Analyst Coordinator e.g.
Faculty Coordinator Learning and Teaching Coordinator
PGR Coordinator
Personal Assistant Team Leader e.g. Business Support Team Leader
University Retail Team Leader

GRADE 6
Assistant Manager e.g.
Assistant Fire Safety Manager
Assistant Manager (Learning & Teaching)
Assistant Manager (Recruitment)
Executive Assistant
Senior Administrator e.g.
Senior Partnership Administrator
Senior Research Administrator

GRADE 7
Adviser e.g. HR Adviser OD Adviser
Manager e.g. Relocation Manager Project Manager
Officer
Specialist e.g. Workforce Planning Data Specialist

GRADE 8
Auditor
Business Partner e.g. H & S Business Partner
HR Business Partner
Departmental Manager e.g. Recruitment Manager
Senior Manager e.g.
Senior Business Services Manager (Estates and Colleges) Senior OD Manager

GRADE 9
Faculty Manager
Head of Service / Section e.g.
Head of HR Business Partnering Head of Health and Safety Services Head of Procurement
In-house training courses relevant to Job Family grades

Click on the workshop title to find out more information

<table>
<thead>
<tr>
<th>Personal Development workshop</th>
<th>Grade 1</th>
<th>Grade 2</th>
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<td>Administering Meetings and Minute Taking</td>
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<td>CV Writing &amp; Interview Support</td>
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<td>Equality, Diversity and Inclusion E-Learning*</td>
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<td>Respecting Others: Challenging Negative Behaviours*</td>
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<td>Unconscious Bias*</td>
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<td>Perfecting Presentation Techniques*</td>
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## In-house training courses relevant to Job Family grades

Click on the workshop title to find out more information

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<thead>
<tr>
<th>Personal Development workshop</th>
<th>INDICATIVE GRADE</th>
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<tbody>
<tr>
<td>Recruitment and Selection Panel member training (online)*</td>
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<tr>
<td>ILM Coaching &amp; Mentoring</td>
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<tr>
<td>Moving Mountains: Negotiating &amp; Influencing Skills*</td>
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<tr>
<td>Process Improvement</td>
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*Can be used as evidence towards Manager Modular Pathway
In-house leadership workshops relevant to Job Family grades

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<table>
<thead>
<tr>
<th>Leadership workshop</th>
<th>GRADE 1</th>
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<td>Panels*</td>
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<td>Developing yourself as a leader*</td>
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<td>Enhancing Performance &amp; Engagement*</td>
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<td>Leading Team Performance during Change*</td>
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<td>Situational Leadership*</td>
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*Can be used as evidence towards Manager Modular Pathway
In-house leadership programmes relevant to Job Family grades

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<th>Leadership programme</th>
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<td>Level 3 Team Leader / Supervisor Apprenticeship**</td>
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<td>Aspiring Strategic Leaders</td>
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**Apprenticeships are delivered by external providers
## Qualifications that can be funded by the Apprenticeship Levy

Click on the qualification title to find out more information.

<table>
<thead>
<tr>
<th>Apprenticeship Levy Qualification</th>
<th>Level</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Customer Service Practitioner</td>
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<tr>
<td>Assistant Accountant</td>
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<td>18 Months</td>
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<tr>
<td>Customer Service Specialist</td>
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<td>Financial Services Administrator</td>
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<td>Business Administration</td>
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<td>Operations / Department Manager</td>
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<tr>
<td>Senior Leader</td>
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All Apprenticeships are delivered by external providers, for more information about the Apprenticeship Levy click [here](#).