



Apprentice Administrator (18 month fixed-term contract)

Salary £24, 436 per annum

Plus £7.5% company pension contribution

A travel allowance which has a maximum value of £2,500 per annum

The option to split your working week between working from home and in the London office
Discretionary Bonus

We are looking for a pro-active and enthusiastic individual to join us as an Apprentice Administrator. You will be based in our Customer Support team, which prides itself in giving excellent customer service.

Role Overview:

- Dealing with enquiries and requests from customers, members, and internal staff (e.g., by telephone or email). This includes providing information on CISI's exams, membership, and other products and services.
- Ensuring excellent customer service is provided to everyone at all times.
- Processing orders from customers or training providers (e.g., exam bookings, membership applications, applications for Statements of Professional Standing).
- Ensuring they are processed accurately and in accordance with CISI policy and within agreed timescales.
- Updating records to ensure the data we hold is accurate.
- Assisting with the collection of membership fees.

You will be undergoing the Level 3 Business Administration Apprenticeship which has a duration of 15 months which will help to get your career on track with the foundational skills you need to stand out and make an impact. You'll gain a qualification that shows you've got what it takes to manage resources and responsibilities in line with business objectives, while developing critical communication skills.

Skills & Qualifications:

- 5 GCSEs at grade 4 including English and Maths or equivalent qualifications.
- Good IT computer skills – Word and Excel.
- Strong verbal and written communication skills, including good written English and the ability to communicate effectively on the telephone or in person.
- Excellent attention to detail, accuracy in your work and the ability to plan and organise your work to meet deadlines.
- Good oral and written communication skills.
- Good organisational skills with an ability to manage own workload and priorities in order to meet deadlines and respond to changing priorities.
- Good interpersonal skills with the ability to deal with users and colleagues with courtesy, tact and sensitivity.
- Able to prioritise a workload and focus on necessary tasks.

- Ability to work as part of a team and a flexible approach.
- Ability to be creative and innovative, enthusiastic, think ahead and use initiative.
- Ability to produce work of a high standard with a high level of attention to detail.
- A positive 'can-do' attitude.
- Demonstrate a keenness to learn and take direction.
- Excellent attention to detail, accuracy in your work and the ability to plan and organise your work to meet deadlines.
- Enthusiastic and a positive attitude to do a good job.
- Good timekeeping.

We offer a competitive remuneration package, which includes:

- 7½% company pension contribution into a personal pension, in addition to your own contribution of 1½% via salary exchange
- A Wellness Allowance of up to £30 a month
- 25 days annual leave and additionally the Institute closes for three days between Christmas and New Year.
- A travel allowance which has a maximum value of £2,500 per annum
- The option to split your working week between working from home and in the London office

Candidate Adjustments

At CISI we encourage applications from a neurodiverse workforce so please do reach out to HR@cisi.org to discuss reasonable adjustments if required. Our London office is open plan with agile desk booking; however, we are able to arrange reasonable adjustments for candidates that require a fixed working space.

We value the contribution that employees with different views and experience bring to the Institute and are committed to promoting equality, inclusion and diversity. We hope to receive applications from a wide range of talented people irrespective of their race, religion or belief, gender, age, gender identity, neurodiversity, disability, sexual orientation, ethnic origin, political belief, social class, relationship status or caring responsibilities.

The Chartered Institute for Securities & Investment is the leading professional body for securities, investment, wealth and financial planning professionals. Formed in 1992 by London Stock Exchange practitioners, we have a global community, which aims to promote high standards of competence and integrity to more than 40,000 members in 116 countries. We are also the main examining body for the sector, offering our internationally recognised exams globally.

Its purpose is "To champion lifelong learning and integrity, raising individual standards of knowledge, skills and behaviour globally to enhance public trust and confidence in financial services."

For more information on the CISI, please see our website at www.cisi.org