

# Want to join the Sapphire team?

Apply today!



<b>Role title</b>	Business Administration Apprentice
<b>Hours of work</b>	Monday - Friday 9:00am - 5:30pm
<b>Salary</b>	£15,000 + 21 days holiday including birthday
<b>Apprentice Duration</b>	18 months
<b>Possible start date</b>	ASAP
<b>Apprenticeship level</b>	Intermediate Level Apprenticeship
<b>The Person</b>	<p><b>Desired skills</b></p> <ul style="list-style-type: none"><li>• Excellent communication skills (Written and Oral)</li><li>• IT skills</li><li>• Time management and the ability to work to deadlines</li><li>• Problem solving skills</li><li>• Interpersonal skills</li><li>• Willingness to develop and learn new skills</li></ul> <p><b>Personal qualities</b></p> <ul style="list-style-type: none"><li>• Have a very strong bias towards customer service</li><li>• Be organised and have a positive attitude</li><li>• Be very confident, highly self-motivated and comfortable with challenging others</li><li>• Be gregarious, engaging and keen to learn</li><li>• Be able to work very well (and enjoy working) under pressure</li><li>• Be ambitious and keen to embrace new challenges</li></ul> <p><b>Desired qualifications</b></p> <ul style="list-style-type: none"><li>• Good standard of general education</li><li>• GCSE's or equivalent A – C</li><li>• Must have at least grade "B" Maths GCSE or equivalent</li></ul>

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<p><b>Why Sapphire?</b></p>	<ul style="list-style-type: none"> <li>• Employee-owned company</li> <li>• Minimum 34 days holiday (rising with service) including birthday off</li> <li>• Monthly team get togethers</li> <li>• Company incentive targets</li> <li>• Annual incentive trips (previously Las Vegas, Barcelona, New York and more)</li> <li>• Brand New office with games room, bar and flexible working space</li> <li>• Fresh fruit daily</li> <li>• Employee Healthcare membership</li> </ul>
<p><b>Role purpose and characteristics</b></p>	<p>An exciting role in an Employee Owned Payroll and Accountancy business which plans to grow its client base significantly over the next 12 months. The individual will have a varied role in the business, which will be demanding and will suit a confident individual.</p>
<p><b>Main Areas of Responsibility</b></p>	
	<p>The individual will have a varied administrative role in the business and will support the Payroll team. The role will be demanding and will suit a career focused individual who is keen to learn and determined to progress.</p> <p>The job holder is responsible for assisting the Payroll team in the creation and maintenance of client records using our online software, some of the key areas to the role are:</p> <ul style="list-style-type: none"> <li>• Verify, input, save and approve employee expense claims</li> <li>• Review, sign, return and input contracts/assignments</li> </ul>
<p><b>Vacancy description</b></p>	<ul style="list-style-type: none"> <li>• Add new employees/clients to the database</li> <li>• New client company administration</li> <li>• Scan, distribute and deal with daily departmental post</li> <li>• Chase outstanding documents from new employees before their first payment</li> <li>• Collect timesheets/raise invoices</li> <li>• Sending all payslips to employees in agreed format</li> <li>• Understand the Sapphire brand and provide the service promise</li> <li>• Comply with all necessary legislation and HMRC deadlines</li> </ul> <p>There is the opportunity for progression for the right candidate.</p>

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## Principle Responsibilities

- To deliver a first class service to customers including the following:
- Take a proactive approach to chase existing employee's timesheets and expenses where appropriate
- Raise invoices to clients when advised, considering how different clients have invoices raised
- New starter (P45/P46) information correctly assessed and inputted to our online software in line with HMRC RTI requirements
- Distributing any post to the relevant colleagues that comes into the team
- Understand Sapphires client base to provide a service that suits the individuals needs
- Sending all payslips to employees in agreed format
- The origin of workloads will be from our clients and therefore ability to work under pressure with accuracy is a key requirement
- A genuinely proactive approach to delivering an outstanding service to our new, existing and departing employees
- Communicate effectively and professionally verbally and in writing.
- Deal with any enquiries in a knowledgeable, courteous, professional and efficient manner
- Show patience when dealing with customer conflicts and challenges.
- Proactive approach to contacting and supporting new and prospective employees, advising them of our tax payroll solutions with the aim of retaining their business
- Assist the Payroll team and other colleagues with various projects and be prepared to take on additional responsibilities in our rapidly expanding organisation
- Suggest customer service improvements where possible
- Work cohesively within the payroll team