

Job Description



Job Title:	Procurement and Supply Assistant Apprentice L3
Reports to:	Business Engagement Manager
Grade:	Apprenticeship Grade / Level 3
Date:	2026

1. Job Purpose

To support the Public Sector Engagement Team by assisting with the growth and performance across all public sectors outside of education including Local Authority, Emergency Services, Housing, Central Government Departments, Transport and NHS.

The role will involve maintaining accurate procurement data and insights, supporting client communication, managing team inbox activity, and contributing to reporting and compliance processes.

The post holder will have responsibility for managing their own tasks but will always be under the direct supervision of a qualified/experienced colleague.

2. Key Responsibilities

An apprenticeship is a learning role; therefore, the list below represents tasks that may be undertaken as part of the role. Full training and support will be provided, and responsibilities will develop over time.

- Provide administrative support to the Public Sector Customer Engagement Team, in providing an effective account management service to build excellent relationships with clients and identify and progress new opportunities and business growth.
- Assist with monitoring the procurement inbox, logging queries and forwarding or responding where appropriate.
- Support the completion of key contact lists, updating client account and action plans and the setting up of meetings.
- Help maintain accurate procurement records, spreadsheets and internal systems.
- Assist with processing orders and ensuring documentation is complete and filed correctly.
- Support the updating of product information
- Assist with routine checks (e.g. monthly compliance checks, data checks) under guidance.
- Support communication with clients and internal colleagues in a professional manner.
- Assist with gathering basic market or competitor information as required.

2b. Generic Responsibilities

- Work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- Keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensure that services are delivered in line with relevant legislation, ISO standards and YPO objectives, values and policies including those relating to Equity, Diversity & Inclusion, Customer Care and Health and Safety
- Undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

3. Dimensions

- Accountable for coursework and a positive outlook to learning with an outcome of a Level 3 Procurement and Supply Assistant Apprenticeship standard.

4. Planning and Organising

- Timekeeping and punctuality in line with departmental requirements
- With direction and support from the line manager completing allocated tasks in a timely manner

5. Problem Solving and Decision Making

- No accountability required as this is a training role.

6. Communication and Relationships (internal and external)

- Building relationships with colleagues at YPO
- External suppliers/contacts appropriate to the department
- College Tutor
- Apprentice Manager

7. Special Features and Personal Attributes

- A cheerful and optimistic attitude to work
- The drive and determination to 'make things happen'
- Ability to build relationships and rapport with colleagues and customers
- A commitment to self-development
- A good team player

Apprentices are expected to get involved with apprenticeship promotion activities for YPO such as National Apprenticeship Week and careers fairs.

Fluency Duty:

Level 1: Competent

This post is subject to the Fluency Duty under Part 7 of the Immigration Act 2016. The post-holder is therefore required to demonstrate a level of fluency which enables them to converse confidently at length with service users using accurate spoken English, without the need to repeat the information provided in order to be understood (although

some hesitancy when searching for sentence structure and vocabulary will be accepted).

8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
Knowledge			
GCSEs (or equivalent) including English Language and Mathematics (Grade 4 or above) <i>Students may refer to their predicted grades in either or both formats</i>	x		Application
Basic understanding of a business or office environment.	x		Application/Interview
Awareness of procurement or supply activity		x	Interview
Awareness of Facilities Management services/products		x	Interview
Skills			
Good attention to detail	x		Application
Ability to follow instructions and complete tasks accurately	x		Interview
Good organisational and timekeeping skills	x		Interview
Basic written and verbal communication skills	x		Application/interview
Ability to work as part of a team	x		Interview
Basic IT skills (e.g. email, Word, Excel)	x		Application
Confidence to develop and learn new systems and processes.	x		Interview
Experience			
No prior work experience required	x		
Any work experience (e.g. retail, customer service, office-based)		x	Application
Experience of using IT systems or completing administrative tasks		x	Application
Experience of working as part of a team (e.g. school, college, work or extracurricular activities)	x		Application

Jobholder Signature:	
Manager Signature:	
Date:	