



Business, Administration & Finance

Job Information Sheet

What is business, administration and finance?

Administration, business and office work covers a wide range of jobs, which suit people who are methodical and well organised, enjoy working with people, and have a good command of written and spoken English.

There are many different areas you could work in, the financial sector, law, hotels, retail, manufacturing and many others. Some jobs involve understanding complicated legal information, for some you need to be excellent with figures, and for others you need to speak a foreign language.

The UK financial services industry is huge, and vital to the country's economy. It covers high street (or retail banks) and building societies, corporate and merchant banks, insurance and accountancy.

Are there jobs for 16-19 year olds?

To become an accountant or bank manager you will need experience and a lot of training and many people entering business and finance jobs will have a degree. However, there are still many jobs in this sector that do not require a degree or diploma and in many cases you can study for professional exams while working.

Below is a selection of jobs that could be available to 16-19 year olds living in Central London. Further details of these and many other jobs can be found at www.connexions-direct.com/jobs4u/.

Some of these will not ask for any qualifications and others will need good GCSEs, A levels or relevant vocational college courses. For almost all jobs it is a big advantage to be able to use office software, such as Word, Excel and the Internet and to be good at communicating with people.

This information sheet covers jobs for 16-19 year olds in Central London. It does not cover graduate jobs or jobs that are rare in Central London. For details of the whole range of jobs in business and finance go to www.connexions-direct.com/jobs4u/

Jobs for 16-19 year olds in business and finance

- **Office juniors** help with the more routine administrative tasks, including gathering information, keying it into a database and dealing with calls from customers and suppliers. Some employers will ask for good GCSE grades and all employers will look for the ability to use office software.
- **Receptionists** deal with people, such as customers, clients, visitors or patients. They welcome callers, provide them with information, answer any queries they may have, and direct them to the person they need to see. Some employers will ask for good GCSE grades and all employers will look for good communication skills and presentation.
- **Secretaries** usually make appointments and keep diaries, draft letters and other documents, answer the telephone, deal with enquiries, and arrange meetings. You normally need a minimum of good GCSEs or a relevant qualification from college and good keyboard skills.
- **Employment agency resourcers** match people who are looking for work with employers who are looking for new people. Resourcers find candidates to fill the vacancies and the work includes talking to candidates and keeping records up-to-date. Good communications skills are essential and employers normally ask for good GCSE grades.
- **Accounting technicians** look after financial records, checking invoices, tax returns, wages and payments. They also work as part of an audit team, preparing and checking figures. You normally need a minimum of 4 GCSE grades A*-C and often A Levels or the equivalent.
- **Accounts/finance clerks** record all kinds of financial transactions, such as records of incoming and outgoing payments, completing VAT returns and preparing accounts, issuing invoices, receipts and statements, and calculating wages. Some employers will ask for good GCSE grades and all employers will look for the ability to use office software.
- **Bank and building society assistants** deal with customers face-to-face, paying in cheques, paying cash in and out, and answering questions. Then there are administrative jobs such as opening post and balancing the till at the end of the day. You normally need a minimum of 4 GCSE grades A*-C.
- **Insurance brokers** advise clients on what sort of insurance cover will suit their needs, and help them to make the right choice. They also advise and help clients when they make a claim. Some employers will ask for good GCSE grades and all employers will look for good communication skills.
- **Insurance technicians** provide support and back-up in insurance work, including updating records and dealing with clients' enquiries. You normally need a minimum of 4 GCSE grades A*-C and often A Levels or the equivalent.
- **Legal executives** are qualified lawyers who do similar work to solicitors. They deal with routine cases and help to prepare more complex ones. With experience and training they can build up their own caseload of clients. You normally need A Levels or the equivalent and might move into this work from secretarial or admin work in a solicitor's office.

Apprenticeships

Apprenticeships offer training to young people who want to learn while working. Apprenticeship opportunities in business and finance will be listed in the vacancies above. For more general information on apprenticeships go to www.apprenticeships.org.uk.

Live Business, Administration and Finance Vacancies (on 1st July 2010)

Young people in Central London can search for job and training opportunities at www.mychoicelondon.co.uk/choicejobs. When this information sheet was published the following vacancies were available:

LOIS Ref	Vacancy	Organisation	Location	Notes
L18000126	Cashier	Banking	Throughout London	Must have customer service experience
L18000127	Personal Banker	Banking	Throughout London	Banking and customer service experience needed
L18000174	Customer Handling and Management	Telecommunications	Throughout London	5 GCSE grades A*-C including English and maths
L40	Apprentice Electoral Assistant	Local Authority	Islington	Must be a resident of the borough of Islington
L41	Apprentice Library Assistant	Local Authority	Islington	Must be a resident of the borough of Islington
L42	Apprentice Visiting Support Officer	Local Authority	Islington	Must be a resident of the borough of Islington
L44	Apprentice Operations Assistant	Local Authority	Islington	Must be a resident of the borough of Islington
L47 L49	Apprentice Business & Project Assistant	Local Authority	Islington	Must be a resident of the borough of Islington
L46	Apprentice Scanning & Indexing Officer	Local Authority	Islington	Must be a resident of the borough of Islington
L143	Apprenticeship in Customer services	Housing	Islington	GCSE grades A*-C
L19001824	Researcher/Analyst	Commercial Crime Services	Wapping	A Levels or equivalent qualifications required, another European language and advantage
L19001852	Office Assistant	Audio-Visual Equipment	Goode Street	GCSEs required
L19001871	Apprentice Team Assistant	International Consultancy	Liverpool Street	GCSE grades A*-C in maths and English
L19001876	Rehab Admin Co-ordinator	Private Hospital	St John's Wood	GCSE grades A*-C ***Closing date 25/7/10***
L19001881	Receptionist/Team Member	GP Practice	Kentish town	
L19001902	Marketing Assistant Apprenticeship	Music Industry	West End	
L19001925	Apprentice Project Support Officer	Local Authority	Camden	Open to Camden borough residents only ***Closing date 19/7/10***
L19001936	Business Admin Apprentice	Estate Agents	Knightsbridge	Maths and English GCSE grades A*-C ***Closing date 5/7/10***

L19001937	Library Services Apprenticeship	Secondary school	Maida Vale	Educated to A Level standard ***Closing date 6/7/10***
L27001702	Resident Liaison Officer	Housing	Lambeth	Open to Lambeth residents only
L27002222	Programmes Manager Apprentice	Community Arts	Southwark	5 GCSEs
L27002250	Receptionist/ Facilities Assistant	Marketing	London Bridge	
L27002299	Trainee Insurance Account Handler	Insurance	City of London	A Levels or equivalent
L27002315	Business Support Administration Apprentice	Local Authority	Lambeth	
L12002637	Business Admin Apprenticeships	Housing Association	Hammersmith	
L12002805	Customer Service Officer	Credit Union	Hammersmith	

Vacancies in red are new this month. To find out more about any of these vacancies either speak to your Personal Adviser or contact the nearest centre listed at the bottom of this page. If you do not live in any of the areas listed below you can find your local Connexions centre at:

www.connexions-direct.com/index.cfm?go=localServices

Getting in via the 'temp' route can lead to permanent work. These days, many organisations will take on temporary staff until they can recruit permanently or to help them through a particularly busy period. Most of the agencies say that, in theory, will take young people of 16 or 17. However, the likelihood is that most of the organisations they recruit for will need some skills and experience, so your chances are better if you have some experience or good office skills. Agencies that could be worth a try include www.jobfinders.co.uk, www.reed.co.uk and www.adecco.co.uk, either via their websites or contacting local branches.

Other Vacancy Sites

There are countless sites for jobs in business and finance but many are only useful to those with a degree or experience. Some of those of interest to young people are listed below:

NHS Jobs (www.jobs.nhs.uk)	Vacancies from National Health Service employers across England, including admin jobs.
Santander (www.santanderjobs.co.uk)	Includes former Alliance and Abbey National branches
Barclays (www.barclays.co.uk/careers)	0845 6026234
Nationwide (www.nationwide.co.uk/careers/current)	Prefer 6 months customer service experience
HSBC (www.hsbc.com/onlinecareers)	020 7991 8888 (or text phone 0800 587 0613)
Royal Bank of Scotland (www.rbs.jobs)	Includes Nat West branches
Bank of England (www.jobsatthebank.co.uk/pages/sch.aspx)	020 7601 5577 or for general information
Civil Service (www.careers.civil-service.gov.uk)	Links to all civil service departments
Public Sector (www.jobsgopublic.com)	Public sector jobs
Local Government (www.lgjobs.co.uk)	Local government
Metropolitan Police (www.metcareers.co.uk)	Civilian police staff vacancies
Museums and Art Galleries (www.museumjobs.com)	Select UK and then administration

A College or 6th form course?

If you are interested in business, administration and finance staying on in full-time education can be a good option. For some careers, such as law, you may need to follow the academic (or A Level) route but for many other careers vocational courses can be a good choice.

You will normally need a couple of grade E GCSEs to enter Foundation, Introductory or Level 1 courses in business and finance. Intermediate or First Diploma or level 2 courses will usually ask for four GCSEs at grade D and vocational A Level or National Diploma courses grades A-C.

On many of these courses you will spend some time on a work experience placement, which can really help when it comes to getting a job or a university course.

Diplomas

The Diploma is a new qualification that combines classroom study with practical experience. Diplomas will be available at Foundation, Higher and Advanced Levels in many colleges and 6th forms and, in some cases, may replace other vocational courses.

The Business, Administration & Finance Diploma was introduced in some parts of London from September 2008 and from September 2009 in parts of Central London.

For details on the vast range of education and training courses, including Diplomas, on offer throughout London go to www.mychoicelondon.co.uk