

Technical Administration Apprentice

Department:	Technical.
Location:	Motorsport UK, Bicester Motion.
Hours of Work:	Full Time (37.5 hours per week). Core hours are 09:00 until 17:30, Mon – Fri.
Line Manager:	Technical Support Coordinator.
Direct Reports:	None.
Salary:	£17,500 pa.
Grade:	B

Who are Motorsport UK?

At Motorsport UK, we believe that everything starts with our community. There are thousands of people competing, officiating, or marshalling on Saturday and Sunday afternoons away from their regular jobs and lives, each and every week. They are at the heart of UK motorsport.

As the National Sporting Authority, recognised by the Fédération Internationale de l'Automobile (FIA), we encourage, administer, promote, advance, and manage four-wheel motorsport in the UK.

Our work enables over 45,000 drivers to compete across more than 4,000 events each year in a safe, fair, fun, and inclusive way.

So, what's the story behind this apprenticeship?

Technology is always evolving in all sectors and sports – especially motorsport. Motorsport UK's Technical department plays a central role in ensuring the maintenance of technical rules is followed within the sport through providing informative customer service to all members. The team leverage their close relationships with manufacturers to ensure the most up to date knowledge is available for the Motorsport UK community, including services for vehicle, component, and safety equipment homologations.

The Technical team at Motorsport UK continually support the training and development of officials to ensure they are equipped with a current understanding of the rules, enabling them to help ensure our sport is safe, fair, and fun. A strong customer focus is pivotal in the smooth running of our sport, and this is where the Technical team excel as they ensure an efficient service for the processing and approval of a huge volume of technical documentation, which is essential to keep motorsport moving.

Alongside the completion of a 'Level 3 Business Administrator' apprenticeship, you will play a key role in supporting the delivery of front-line technical customer service for Motorsport UK members.



What will you be focusing on?

Primarily, you will work closely with the Technical Support Coordinator to ensure Motorsport UK members are offered a best-in-class customer service experience around technical advice – over the phone and via email. You will also provide accurate, efficient, and impactful administration support which plays a fundamental role in enabling the team to function seamlessly.

So, what does this role look like in practice?

This role is wide-ranging and there are many tasks you can expect to be working on, including:

- The administration and processing of FIA Historic Technical Passports documentation; maintaining an auditable process trail of both paper and electronic files.
- Ensuring that all Historic Technical Passport matters which are referred to the Administrator are dealt with quickly and efficiently.
- The administration and processing Vehicle Passports and maintaining the vehicle passport database system.
- The administration and processing of Category 2 forms.
- The administration processing of Historic Rally Vehicle Identity Forms.
- Processing of Roll Cage Certification.
- Ensuring sufficient stock level of consumables is maintained.
- The administration and processing of other technical documents.
- The fulfilment of technical sales orders.
- The primary management of the Technical inbox.
- Assisting with logistical arrangements for events.
- Creating and maintaining accurate files and databases (digital & physical).
- Dealing promptly and efficiently with departmental telephone queries.

What about the course itself?

The Level 3 Business Administrator apprenticeship is an 18-month course aims to build solid foundations and a highly transferable set of skills, knowledge and behaviours that can be applied in a variety of sectors. Below is a link to the course for further information:

<https://www.nwslc.ac.uk/course/business-apprenticeships/>

The course will be delivered by North Warwickshire & South Leicestershire College. But don't worry about location, learning can be delivered remotely, and your tutor/assessor will visit you at our HQ in Bicester when necessary.



Who are Motorsport UK looking for?

To be successful in the role, the ideal candidate will be able to demonstrate the following skills, experiences and knowledge:

Essential

- A minimum of 4 GCSEs Grade A*- C (9-4) including Maths and English
- Frontline experience of providing customer service support, handling ad hoc queries, or explaining detailed points to those who may not have experience in that area
- A clear hunger for personal learning and development
- An obvious passion for embarking on a career within Technical to support our community
- The ability to travel to and from the Motorsport UK offices in Bicester
- Eligibility to work within the UK

Desirable

- Ideally an A-level in a relevant subject such as Maths, English or Business is preferred, but not essential
- Experience of working both independently and as part of a team
- Experience of working to deadlines and completing administrative tasks
- An active interest in sport and the function of governing bodies

How do I apply?

To apply for this position, simply follow the link below to the National Apprenticeship website and complete the application process.

[Technical Administration Apprentice - Find an apprenticeship \(findapprenticeship.service.gov.uk\)](https://findapprenticeship.service.gov.uk)

Following the submission of your application, representatives from North Warwickshire & South Leicestershire College will conduct some initial screening, before asking you to produce a CV and Cover Letter to be passed onto us.

Within your Cover Letter, we want to hear more about why you're interested in this role and why you believe that you are the right person for the job. Remember, including relevant examples is always useful for us to be able to understand your experiences.

The closing date for applications will be **23 February 2022**.