

Aftercare Apprenticeship

- 📍 **Location:** Newcastle Upon Tyne, NE4 7YL
- 💰 **Salary:** Above NMW
- 🕒 **Duration:** 2-year fixed term contract
- 🎓 **Qualification gained:** Business Administration L3

About the opportunity

This apprenticeship provides a pathway into roles such as Aftercare Advisor, Aftercare Coordinator, or broader administrative and operational positions within the business. The Aftercare apprenticeship focuses on developing key administrative, communication, and problem-solving skills within a customer service environment.

What you'll be doing:

You will work alongside experienced professionals, developing skills in:

Customer Support	<ul style="list-style-type: none">• Monitor, track, and prioritise outstanding customer issues• Coordinate with subcontractors to ensure timely and high-quality completion of works• Maintain accurate records of all customer communications• Conduct follow-up calls to ensure customer satisfaction after work completion
Data, Reporting & Administration	<ul style="list-style-type: none">• Produce weekly reports on workload, deadlines, and performance• Maintain and update internal systems with accurate data• Analyse customer feedback and share insights with the team
Team Support & Development	<ul style="list-style-type: none">• Support team members and contribute to a collaborative working environment• Demonstrate professional behaviours aligned with company values

What we're looking for

Essential

- ✓ Strong communication skills
- ✓ Good attention to detail
- ✓ Willingness to learn and develop
- ✓ Basic IT skills (Microsoft Excel)

Entry requirements

- Minimum 5 GCSEs (including Maths and English)
- Eligible to work in the UK

What you'll gain

- 🎓 Business Administration L3
- 📚 Paid study and training support
- 👷 Hands-on experience on real projects
- 📈 Career development and progression opportunities
- 🤝 Mentoring from experienced professionals