

Resource 1 | Job Advert

Business Administrator

Harbour Business Services (fictional company) | Swansea | Full-time | £24,000 per year

About the role

We are looking for a reliable and organised Business Administrator to support our busy office team. You will help with day-to-day administration and provide a friendly service to customers.

Main responsibilities

- Respond to customer enquiries by email and telephone.
- Maintain accurate records and update spreadsheets using Microsoft Excel.
- Prepare documents and letters using Microsoft Word.
- Organise meetings, calendars and appointments.
- Work with colleagues to complete tasks on time.
- Handle confidential information professionally.

Essential skills and experience

- Good written and verbal communication skills.
- Organisation and time management skills.
- Attention to detail and accurate data entry.
- Basic Microsoft Office skills, especially Word, Excel and Outlook.
- Customer service experience (paid work, volunteering or other relevant experience).
- Ability to work independently and as part of a team.

Desirable

Previous administration experience or a relevant business qualification.

How to apply

Send a CV showing how your skills and experience meet the requirements. Give examples where possible. Do not claim skills or qualifications you do not have.

Resource 2 | Sample CV to Improve

★ JAMIE MORGAN ★

Swansea | jamie.morgan@example.com | 07xxx xxx xxx

A BIT ABOUT ME

I am a friendly, hard-working person who is good at lots of things. I want a job where I can learn and do well. I am great with people and computers.

WHAT I HAVE DONE

Shop Assistant | Seaside Stores | 2023–2026

- Helped customers.
- Used computers sometimes.
- Did lots of different jobs.
- Was part of a good team.

Volunteer | Community Centre | 2022–2023

- Helped out at events.
- Talked to people.
- Sorted things out.

MY SKILLS

People person • Hard worker • Fast learner • Good with technology • Positive attitude

EDUCATION

GCSEs, including English and Maths (fictional example; grades not stated).

HOBBIES

Watching films, music and socialising.