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Module Code: LCLM4005

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Task One

Job Advert One: Administrative Assistant- job post

Witherslack Group
Walsall
£24,796 - £25,989 a year - Full-time

Job Advert Two: Teaching Assistant- job post

The Teach Team
Birmingham B13 0RW
£100 - £110 a day - Full-time

Job Advert Three: Customer Experience Support - Oldbury- job post

Motorpoint
3.63.6 out of 5 stars
Motorpoint Oldbury, B69 2AS Oldbury, United Kingdom, Oldbury B69 2AS
£12.25 an hour - Permanent, Full-time

Job Advert Four: Sales Assistant- job post

MB'S Assets Limited
25 Bradford Street, Birmingham B5 6HX
£25,000 - £50,000 a year - Full-time

Across all four job adverts, some key skills and knowledge are very similar, showing what is needed for roles that involve helping others, working with people and managing tasks.
Firstly, good communication skills are very important. Whether that's talking to students, customers, or colleagues, being able to explain things clearly and having great listening skills helps build positive relationships. Having great communication with others prevents misunderstanding and avoids conflicts.

Secondly, Time management and being organised is crucial. These jobs often involve handling multiple tasks at once, such as keeping records, managing appointments, or dealing with customer or student queries. Being organised helps ensure everything runs smoothly and deadlines are met. This also helps in prioritizing important tasks, making sure that urgent tasks are dealt with and completed first.

Technical Skills area also required. Most roles require basic computer knowledge, like using email, word processing, or customer management systems. Ideally, one should also have basic knowledge of how to use Microsoft Office.

Another important skill is a helpful attitude. All these jobs involve supporting others, whether it's students with learning needs, customer enquiries or team members with tasks. Being proactive and patient makes a big difference. Having a positive attitude will attract others to reach out to you fro any help they may require from you.

Teamwork is also a common requirement. Working well with others, sharing information and collaborating on tasks helps create a positive work environment and improve service quality.

Some roles require specific knowledge, like understanding educational methods, sales techniques, or customer service standards. But the basic skills of good communication, organisation, technical ability and a supportive mindset are needed across all these jobs.
In summary, being able to communicate well, stay organised, use computers confidentially, support others proactively and work as part of a team are the most important skills for this kind of role.

Task Two

To better understand my personal strengths and areas where I need to improve, I have used a SWOT analysis. This helps me see what I am good at, where I can grow, and how prepared I am for future work and personal goals.

SWOT Analysis for an Administrative Professional

Strengths

Strong organisational and time management skills
Excellent communication and interpersonal abilities

Proficiency with office software and administrative tools
Ability to multitask effectively under pressure
Attention to detail and accuracy
Reliability and punctuality

Weaknesses

Limited technical skills in advanced software or systems
Tendency to overcommit or take on too many tasks
Difficulty delegating tasks
Need for further leadership or decision-making skills
Sometimes overly focused on procedures rather than innovation

Opportunities

Training in new technologies
Taking on more leadership roles within the team
Gaining certifications
Networking within and outside the organization
Expanding skills to include basic financial or HR responsibilities

Threats

AI reducing traditional administrative roles
Organizational restructuring or downsizing
Rapid technological changes requiring continuous learning
Increased workload without adequate support
Competition from other administrative professionals

Areas for Future Development

While I have many strengths, there are areas I need to improve. One area is public speaking. Sometimes I feel nervous speaking in front of large groups. To improve, I plan to practice speaking in meetings or join a local speaking club to build confidence.

Another area is technical skills. I want to learn more about digital tools like customer management systems or social media marketing. Gaining these skills will make me more competitive in the job

Additionally, I am motivated to learn new things. I enjoy challenges and try to improve myself by gaining new knowledge or skills. I am also resilient, meaning I don't give up easily when faced with difficulties. I learn from mistakes and keep trying until I succeed.

I am ready for employment and personal growth because I have the skills and attitude needed to succeed. I have experience working in administrative roles, where I developed strong organizational and time-management skills. I am good at handling different tasks at once and staying focused under pressure. I am comfortable using office programs like Microsoft Word, Excel, and Outlook, which helps me complete my work accurately and efficiently. Being reliable and punctual makes me someone my team can depend on.

I believe in always learning new things to improve myself. I actively look for opportunities to gain new skills through training and certification. I understand that workplaces are always changing, so I stay open to learning new technologies and procedures. My good communication and interpersonal skills help me work well with colleagues and clients, fostering positive relationships.

I am motivated to take on more responsibilities and grow in my career. I enjoy facing challenges and want to contribute to my organization's success. I am open to feedback and use it to improve my work. Setting clear goals for my personal and professional development helps me stay focused and motivated. I am confident that I have the right skills, attitude, and willingness to learn to succeed in my job and move forward in my career. I am committed to personal growth and making meaningful contributions to my team and organisation.

Task Three

Setting Employment Goals

Based on my strengths and weaknesses, I have clear goals to improve my career as an administrative professional. One of my main weaknesses is limited knowledge of advanced office software and systems. I want to complete online courses on these topics in the next six months. This will help me work faster and more efficiently, making me more valuable at my job.

Another goal is to develop my leadership skills. I want to become more confident in making decisions and leading tasks. My long term goal is to be in a supervisory or team lead role within the next three to five years. To prepare for this, I plan to take on more responsibilities, like leading small projects or

helping new team members. I also want to attend workshops or training in leadership. This will help me gain confidence and learn how to manage people better.
Lastly, I want to grow my professional network by meeting new people in my industry. I plan to attend events and join professional groups online. Building a good network will help me learn new ideas, find opportunities, and grow in my career. These goals are important because they will help me gain new skills, prepare for bigger roles, and make me more confident in my work.

Creating a Personal Development Plan

To reach these goals, I will make a personal development plan. This plan will include specific actions, timelines, resources I need, and how I will check my progress.

1. Improving Technical Skills

Actions: I will sign up for online courses on platforms like LinkedIn Learning or Coursera. I will focus on courses about project management tools and customer management systems.
Timeline: I will finish at least two courses in six months.
Resources: I need a computer, internet connection, and access to online courses.
Measuring Progress: I will get certificates after completing each course and try to use what I learn at work. I will ask my supervisor for feedback to see if my skills improve.

2. Building Leadership Skills

Actions: I will try to lead small projects or tasks at work. I will ask my manager to give me leadership opportunities. I will also look for workshops or training programs on leadership and decision making.
Timeline: I want to lead a small project within three months and finish leadership training within a year.
Resources: I need support from my manager, access to training programs, and mentorship from experienced leaders.
Measuring Progress: I will ask for feedback from my manager and colleagues. I will also track how comfortable I feel making decisions and leading tasks.

3. Growing My Network

Actions: I will attend industry events or meetings whenever I can. I will also join professional groups online, such as LinkedIn groups related to administration.

Timeline: I aim to attend at least two events in the next six months.

Resources: I may need to pay for memberships or event tickets and create a good profile on social media.

Measuring Progress: I will keep track of new contacts I make and any new opportunities that come from my networking.

4. Regular Self-Check

Actions: Every month, I will review my progress. I will see what I have achieved and what I still need to work on. I will also ask for feedback from my colleagues and managers.

Timeline: Monthly reviews for the next year.

Resources: A journal or planner to keep track of my goals and progress.

Measuring Progress: I will mark my milestones and adjust my plan if needed. I will celebrate my achievements to stay motivated.

By following this plan, I will improve my skills, gain confidence, and prepare myself for bigger roles in the future. Regularly checking my progress will help me stay on track and adjust when needed. I am committed to working hard and reaching my goals, which will help me grow both in my current job and in my career over time.