



Career Pathway: Business Administration

Business Administrator (Level 2) to Operations / Department Manager (Level 5)

Stage 1: Level 2 – Administrative Assistant (Entry Level)

Core Role:

- Provide routine administrative and clerical support to ensure smooth daily operations.
- Work under supervision, following established office procedures and systems.

Possible Responsibilities / Specialist Roles at Level 2:

- **Receptionist / Front-of-House Assistant** – handle calls, emails, and visitor enquiries professionally.
- **Data Entry / Records Assistant** – maintain accurate files, databases, and document control.
- **Office Support Assistant** – order supplies, manage mail, and maintain office spaces.
- **Customer Service Assistant** – support internal and external clients with enquiries.
- **Finance / Purchase Ledger Support** – process invoices and basic financial paperwork.

Next Step:

- Progress to Level 3 Business Administrator qualification (apprenticeship, diploma, or equivalent).
-

Stage 2: Level 3 – Business Administrator

Core Role:

- Coordinate administrative systems and support office efficiency.
- Manage own workload and support colleagues with routine supervision or guidance.

- Communicate effectively across departments and with external stakeholders.
- Contribute to continuous improvement projects and office initiatives.

Potential Progression Opportunities:

- Office Coordinator / Office Supervisor
- Executive Assistant / Personal Assistant
- HR or Finance Administrator
- Facilities Assistant / Coordinator
- Project Support Officer
- Health & Safety Representative
- Equality, Diversity & Inclusion Representative
- Sustainability / Green Office Champion

Next Step:

- Gain supervisory and process improvement experience.
- Progress to Level 4 Office Management, Leadership & Management, or Project Management qualification.

Stage 3: Level 4 – Office / Department Coordinator

Core Role:

- Manage office functions, administrative processes, and small teams.
- Oversee office budgets, supplies, facilities, and compliance.
- Provide reports, manage information systems, and coordinate projects.
- Support senior management and contribute to strategic planning.
- Mentor and train junior administrative staff.

Possible Additional Roles:

- Office Manager / Department Coordinator
- Executive Assistant to Senior Management
- Facilities / Health & Safety Coordinator
- HR or Payroll Officer
- Procurement / Compliance Officer
- Quality Assurance Coordinator
- Training & Development Coordinator

Next Step:

- Progress to Level 5 Operations / Departmental Manager qualification (via apprenticeship, diploma, or equivalent).

Stage 4: Level 5 – Operations / Office Manager

Core Role:

- Lead and manage office or departmental operations to meet business goals.
- Oversee staff performance, resource allocation, and workflow management.
- Develop and implement operational strategies and continuous improvement plans.
- Analyse data and KPIs to inform decision-making and enhance efficiency.
- Coach, mentor, and develop administrative staff across departments.
- Ensure compliance with legislation, policies, and best practice standards.

Potential Progression Opportunities:

- Operations Manager
- Office / Facilities Manager
- HR / Finance / Administration Manager
- Executive Officer
- Business Development / Compliance Manager
- Project Manager
- Quality or Service Delivery Manager

Potential Qualification Progression:

- BA (Hons) in Business Management or Leadership
- Chartered Manager Degree Apprenticeship (CMDA)
- CMI Level 6 / Level 7 Leadership & Management
- MBA or MSc in Business or Operations Management

Business Administration Career Pathway

Level 2 – Administrative Assistant

- Receptionist / Data Entry
- Customer Service Support
- Office / Finance Assistant

|



Level 3 – Business Administrator / Team Leader

- Office Coordinator / Supervisor
- HR / Finance Administrator
- Marketing or Project Support
- EDI / Sustainability Rep

|



Level 4 – Office / Project Coordinator

- Office Manager / Executive Assistant
- Facilities / Compliance / Procurement Officer
- Training & Development Coordinator

|



Level 5 – Operations / Departmental Manager

- Operations / Administration Manager
- HR / Finance / Marketing / Compliance Manager
- Business Development or Project Manager
- Executive Officer