

Job focus: Admin is a key role for any office

David Holland, of training provider Skills CFA, says: "A career in business and administration provides aspiring professionals with a wealth of opportunities, largely because the role is required in nearly every organisation throughout the UK."

"We work with employers to set the national standards for business and administration and know these roles are vital. Administrators are paramount in corporate decision making, document control, health and safety and project management."

"While they keep the business running as usual, more and more administrators are required to identify ways of innovating and changing processes so organisations can run efficiently. And in current times, businesses are all the more interested in operating efficiently."

There are over 3.25 million people in the UK working in business and administration roles, with millions more in positions that require administration skills. David says: "Business and administration apprenticeships, which we develop and certify as the leading authority in business apprenticeships, are the most popular in the UK. Since April 2013, 15,790 UK apprentices have completed an apprenticeship as more employers and learners turn to them as a viable option for training and education."

The work can be flexible, with full and part-time opportunities and the option of working from home.

As operations administrator for a growing company, Sophie Watson has her work cut out for her.

"It's up to me to keep everyone organised," says the 23-year-old. She works for Ecovision, a renewable energy solution firm based in Gloucestershire. "I act as a pivot for everyone from a fleet of surveyors to customers. I'm arranging diaries, on the phone and computer, and chasing colleagues who sit only a few feet away. The job is so varied and so satisfying when everything goes smoothly. I love it."

Sophie joined the company 18 months ago after studying zoology at Cardiff University: "I really wanted to find work in the environmental sector and a friend who used to work here said it might suit me. The fact that they focus on renewable energy solutions for homes and businesses is important to me," says Sophie. At university she quickly got the hang of word-processing skills and used programmes such as Excel, which she finds have come in very useful in her new job.

"I was well up on modern technology as part of my degree course, which really helped me with the job interview. And I think that my passion for the environment also helped."

With on-the-job training it wasn't long before Sophie felt she was regarded as a valued member of the team and her confidence soared.

"My job allows me to be at the very heart of what is going on" she says.

Adapted from Tricia Phillips, *Mirror.co.uk*, 29 August 2013

A – Compréhension de l'écrit (10 points)

Vous rédigerez en français le compte rendu de ce document en 180 mots (+ ou – 10%)
Vous indiquerez le nombre de mots utilisés

B – Expression écrite (10 points)

Vous rédigerez une lettre en anglais en respectant les consignes suivantes :

Vous êtes Frédéric ou Frédérique Martin, domicilié(e) 320, rue des Martyrs, 75018 Paris; courriel: fmartin@abc.fr. Vous travaillez depuis trois ans comme assistant(e) de gestion chez ABC Solutions.

Vous adressez une lettre à Ms Mary Netherlands, DRH de l'organisme de formation Skills R'us, 33, Honister Avenue, Newcastle NE2 3PA, afin de poser votre candidature à une formation administrative complémentaire.

- Annoncez que vous postulez suite à la lecture d'un article de journal sur internet ;
- Expliquez que votre emploi actuel est devenu répétitif, limité et ne vous paraît plus présenter de réelles possibilités d'évolution professionnelle ;
- Exposez les raisons qui vous motivent pour solliciter cette formation complémentaire: l'espoir d'évoluer dans votre carrière professionnelle ainsi que les perspectives d'emploi et de flexibilité offertes par cette formation particulièrement polyvalente ;
- Insistez sur le fait que vous expatrier pendant quelques mois afin d'être complètement bilingue serait à vos yeux un atout ;
- Mettez en avant vos qualités humaines ainsi que vos compétences professionnelles : vous êtes très motivé(e), dynamique et appréciez particulièrement le travail en équipe. Vous possédez une très bonne maîtrise de l'anglais (vous avez déjà fait un stage à Londres il y a trois ans) et des outils informatiques et de communication ;
- Demandez des renseignements concernant les dates de la prochaine session de formation et les formalités d'inscription ;
- Joignez votre CV (le CV n'est pas à rédiger).

Présentation et formules d'usage

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