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 | **POST TITLE:** | **Apprentice in Business Administration** |
|  | **POST NUMBER:**  |  |
|  | **GRADE:**  | Apprentice |
|  | **LOCATION:** | As specified at recruitment |
|  | **RELEVANT TO THIS POST:** |
|  | **Flexible Working:** | Subject to service needs the council’s flexible working policy is applicable to this post |

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the designated workplace line manager, and will be supported and mentored to develop in the role by the service.

The Business Administration Apprenticewill establish good working relationships with a range of internal and external colleagues and partners.

1. **DESCRIPTION OF ROLE:**

To develop skills to provide effective and efficient administrative support to the team to help the service operate effectively and efficiently.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

**To build up the necessary skills to support the team and work proactively to support the team and service delivery by:**

* Receiving visitors and referring to appropriate colleagues
* Answering telephones and recording messages
* Word processing, production of reports and preparation of presentation slides
* Updating and maintaining databases and filing systems and photocopying
* Despatching and receiving/opening post and other material and ensuring prompt despatch to appropriate staff
* Ensuring appropriate attention is given to your own health and safety, and the safety of your colleagues and visitors, following established procedures.
* Working within current Data Protection requirements, Information Sharing protocols and guidelines.
* To attend training as determined appropriate by the Council in relation to working practices and the Apprenticeship programme.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by management.

Variation may also occur to the duties and responsibilities without changing the general character of the post.

**7. COMMON DUTIES AND RESPONSIBILITIES:**

7.1 **Quality Assurance**

 To work toward the standards set so that the service’s requirements are met and that the highest standards are maintained.

To help maintain and work to ensure we adhere to data security and confidentiality procedures.

To maintain confidentiality and not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

7.2 **Communication**

Participate in team and council wide communication updates, being familiar with corporate communications and newsletters.

7.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

7.4 **Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they related to areas, activities and personnel under your control are understood, implemented and monitored.

7.5 **Appraisal**

 All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

7.6 **Equality and Diversity**

 As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

 These policies apply to all employees of Durham County Council.

7.7 **Confidentiality**

 All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

7.8 **Induction**

The Council has in place an induction programme designed to help new employees, post-holders will be required to attend the service based induction on your first day at work.

Person Specification: **Apprentice in Business Administration**

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|  | ***ESSENTIAL*** | ***DESIRABLE*** | ***METHOD OF ASSESSMENT*** |
| EDUCATION / QUALIFICATIONS | * Either have or expect to achieve 4 GCSE’s at Grades A-C or hold an equivalent and relevant qualification.
 | * IT qualification
* Administrative qualification
 | Application Form* Selection process
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| EXPERIENCE | * Use of Microsoft Office applications
 | * Work in an office environment
* Communicating with a range of people
* Use of MS Excel
* Use of Outlook Email
 | Application Form* Selection process
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| ***SKILLS & KNOWLEDGE*** | * Ability to follow instructions
* Ability to work in a team
* Ability to work on own initiative
* Good communication skills
* Good IT skills
 | * Knowledge of computer systems
* Health & Safety awareness
* Data protection awareness
* Awareness of the Councils role
 | Application FormReference/ Test |
| ***COMPETENCIES, BEHAVIOURS & PERSONAL ATTRIBUTES*** | * A willingness to listen and learn
* Ability to relate well to people.
* A desire for further personal and professional development.
* Flexible approach to working in 1 or more teams
* Positive ‘can do’ approach
* Be able to maintain confidentiality
* Polite and respectful to colleagues and the public
 | Feel confident in dealing with queries | Application FormReferenceInterview/ Test |