

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Darlington Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date, as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Apprentice Administration Assistant

Vacancy ID: 008295

Salary: £3.50 per hour

Closing Date: 07/01/2018

Benefits & Grade

Apprentice

Contract Details

Temporary for 1 year

Contract Hours

37 hours per week

Job Description

The Apprenticeship is based in the Housing Tenancy Management Team located at the Town Hall.

The Apprenticeship will enable you to develop a range of administrative and clerical skills. You will provide administrative support tasks including dealing with enquiries from customers and trades persons over the telephone and in person, filing, scanning and other tasks related to administration in a large organisation.

You will be required to develop your organisational and communication skills and your use of Information Technology (Microsoft Office). You will also learn how to use other in-house computer packages.

You will be expected to complete an Apprenticeship in Business and Administration (level 2 / 3) and this involves:

- Level 2 or 3 Diploma in Business and Administration
- Level 1 or L2 Functional Skills in ICT, English and maths or equivalents (if not already held)

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion, please contact Claire Gardner-Queen, Housing Team Leader on 01325 405934.

An online application form and further information are available from www.darlington.gov.uk/job-vacancies. Alternatively, you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email: recruitment@xentrall.org.uk

DARLINGTON BOROUGH COUNCIL
NEIGHBOURHOOD SERVICES & RESOURCES

JOB DESCRIPTION

<u>POST TITLE :</u>	Apprentice Administration Assistant
<u>GRADE :</u>	Apprentice NMW
<u>REPORTING RELATIONSHIP</u>	The post holder reports to the Team Leader Housing Management
<u>JOB PURPOSE :</u>	To assist in providing an efficient and comprehensive administration support service.
<u>POST NO.</u>	D13756
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To undertake a range of business support tasks such as managing your own emails, copying, scanning, faxing, archiving, post, answering the telephone and taking messages.
2. To be responsible for inputting and updating records both manually and electronically on multiple systems, including extracting basic information within set parameters.
3. Carry out basic audit and quality control of data input.
4. Copy typing from notes, including completing standardised templates.
5. To deal with enquiries by telephone and face to face and ensure that they are dealt with effectively and efficiently, e.g. answering routine queries, signposting and taking messages where appropriate.
6. To carry out routine basic invoicing, creating purchase orders, handling of petty cash and taking payments.
7. Provide telephone cover and assistance for other teams as required.
8. Process garage applications
9. Compile sign up packs and enter new tenancies onto systems
10. Carry out postal duties
11. To input, complete and update both manual and electronic standard format data, checking the correct information is provided and chasing missing data.
12. Produce standard reports and presentations.
13. The population and creation of basic spreadsheets.

14. Take basic notes at meetings for purposes within own team.
15. To provide basic facilities management – setting up rooms for meetings ensuring the required equipment and resources are available and assisting attendees.
16. Undertake the co-ordination of public information and literature, ensuring stock levels are maintained and in date.
17. Perform diary management functions for officers in the authority including arranging and re-arranging meetings, room booking and organising refreshments.
18. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
19. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re conflicts of interest, gifts, hospitality and other matters covered by the Code.
20. Carry out your role in line with the Council's Equality agenda.
21. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
22. Any other duties of a similar nature related to this post that may be required from time-to-time.

Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: November 2017

DARLINGTON BOROUGH COUNCIL

NEIGHBOURHOOD SERVICES & RESOURCES

PERSON SPECIFICATION

POST NO – D13756

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	GCSE Grade E or above (awarded pre 2017) GCSE Grade 3 or above (awarded 2017 onwards) Functional Skills Level 1	E	
	Experience & Knowledge		
2	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages.	E	
3	Experience of dealing with enquiries from a range of people	E	
4	Reception/telephone experience.		D
5	Previous clerical experience and knowledge of clerical systems and procedures		D
	Skills		
6	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
7	Ability to organise own work with minimum supervision.	E	
8	Ability to work as part of a team.	E	
9	Ability to work to a high degree of accuracy with attention to detail.	E	
10	Ability to communicate both orally and in writing.	E	
11	Ability to receive, record and relay information/messages accurately	E	
	Personal Attributes		
12	Flexibility, willingness and motivation to expand knowledge and experience.	E	
13	Ability to maintain confidentiality.	E	
	Special Requirements		
14	Commitment to work towards NVQ Level 2 or 3 in Business and Administration	E	

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is currently 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 31 days plus 8 public holidays. Youth & Community Workers entitlement is 30 days plus 8 public holidays, increasing to 35 days with 5 years continuous service.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working for equality. Applications are welcomed from all persons regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity provided they have the necessary attributes to do the job.

Part time applications

Part time applications will be considered for all posts. Further details should be sought from the recruiting manager.

Payment of Wages and Salaries

Salary paid into bank account on the last working day of the month. Casual employees are paid monthly in arrears. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a Disclosure and Barring Service (DBS) check. If this is the case an appropriate statement will appear in the recruitment advertisement.