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|  | **POST TITLE:** | **Apprentice – Administration** |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | **Apprentice** |
|  | **LOCATION:** | Your normal place of work will be County Hall, Durham. However you may be required to work at any council workplace within County Durham. |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Not Applicable

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Lead Governance & Workforce Co-ordinator.

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

1. **DESCRIPTION OF ROLE:**

To carry out a variety of administrative tasks supporting the work of School & Governor Support Service Administrative Team/ Lead Governance Officers.

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to develop skills within administration.

The post holder will assist with a range of administrative duties and provide administrative support to all staff within the within the team.

1. **DUTIES AND RESPONSIBILITIES:**

Listed below are the responsibilities that this role will learn and receive training for:

* Photocopying and preparation of documentation
* Dealing with incoming and outgoing post
* Filing
* Answering and making telephone calls
* Production of documents using Word, Excel and PowerPoint
* General administrative and typing duties
* Work within current Data Protection requirements, Information Sharing protocols and Caldicott Guidelines.
* Any other duties assigned by the assigned Line Manager
* 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 the Head of Service.
* Variation may also occur to the duties and responsibilities without changing the general character of the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **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.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal and Supervision**

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

To engage with and undertake CYPS procedures in respect of supervisions.

9.8 **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 have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **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.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

9.11 **Development of Self** - To ensure that relevant development opportunities are undertaken and achieved, where appropriate, in line with induction training, mandatory training, career pathways and individual identification with Manager. To reflect on own experiences to ensure that service developments take place. To undertake relevant CPD in line with registration with appropriate bodies, where appropriate/required.

Person Specification

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * Either have or expect to achieve 4 GCSE’s including Maths and English Language grades A-C or Level 2 in literacy and numeracy (or equivalent) | * IT Qualification | * Application form * Selection Process * Pre-employment checks |
| Experience | * Use of Microsoft Office applications | * Work in an office environment | * Application form * Selection Process * Pre-employment checks |
| Skills/knowledge | * Ability to follow instructions * Ability to work as a team member * Ability to work on own initiative * Good communication skills l * Good IT skills | * Knowledge of computer systems | * Application form * Selection Process * Pre-employment checks |
| Personal Qualities | * A willingness to listen and learn * Ability to relate well to a wide range of people. * A desire for further personal and professional development. |  | * Application form * Selection Process * Pre-employment checks |