**1 POST TITLE:** Apprentice (Business Administration)

**2. POST NUMBER:**

**3. GRADE:** Apprentice

**4. LOCATION:** Your normal place of work will be Green Lane, Spennymoor

 and/or Comeleon House, Tanfield Lea. 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

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 the skills and knowledge required in order to provide effective and efficient administrative support to the Financial Support Service.

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**
* To study and achieve the Business Administration Level 3 Standard during the duration of the apprenticeship;
* Answering telephones and recording messages;
* Word processing, production of reports and using spreadsheets;
* Data entry and maintenance of financial operating systems including updating and maintaining databases and filing systems;
* Dealing with correspondence from customers and issuing responses;
* Invoice payments processing and collection;
* Contribute to continuous improvement activities in order to improve service delivery;
* 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 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**

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

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 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.

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.

Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * Either have or expect to achieve 4 GCSE’s including Maths and English Language grades A-C/9-4 or Level 2 in literacy and numeracy (or equivalent).
 | * A business administration or financial qualification
 | * Application form
* Selection Process
* Pre-employment checks
 |
| Experience | * Operating on-line computer systems
 | * Experience in an office and/or financial environment
 | * Application form
* Selection Process
* Pre-employment checks
 |
| Skills/knowledge | * Good communication skills
* Good ICT skills
* Ability to manage and prioritise own workload and ensure tasks are completed accurately and within the prescribed timescales
* Ability to work in a team
* Ability to work on own initiative
 | * Excellent administrative skills
 | * Application form
* Selection Process
* Pre-employment checks
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| Personal Qualities | * Ability to form effective working relationships with colleagues
* Self motivated
* Flexible approach to work
* Positive attitude to change
* Expected to undertake training to meet the changing demands of the post
 |  | * Application form
* Selection Process
* Pre-employment checks
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