

	Job Description Apprenticeship Programme- Business Administration	
	Document Owner: Head of Group HR Services	Document No: CCH--JD-BA

Directorate: Property & Development	Grade: Apprentice
Division: Development	Job Evaluation Number:
Reports To:	Responsible For: N/A

<p><u>Job Purpose and Role:</u></p> <ul style="list-style-type: none"> The Apprenticeship programme has been established to offer the opportunity to learn skills directly on the job whilst also following formal qualifications. There is also the opportunity to learn about and be involved in the 'world of work' and to contribute to the services which Coast & Country deliver to tenants, residents and customers. Generally the training being offered will take up to 14 months to complete. Achievement of qualifications will involve off the job attendance with the training provider/college.

<p><u>Main Duties and Key Result Areas:</u></p> <ul style="list-style-type: none"> You will work within the Development Team providing administration support and customer services directly to tenants and customers who use the company's services or to other teams and services in the company (internal customers). Tasks and activities will include a range of clerical duties, minute or note taking during meetings, filing, message taking, post sorting and distribution, receiving visitors, tenants and customers and responding to enquiries as well as replying to routine correspondence and organising meetings or events. You may be required to attend construction sites to help with building handover process or reviewing documentation, at all times you will be supervised throughout this. You will be shown the skills and tasks which need to be carried out in these areas and undertake tasks with guidance and supervision. You will be expected to receive and process information concerned with these tasks, speak to people directly or on the telephone and use information systems, respecting confidentiality at all times. Our main aim is to provide customer excellence in all our services and you will contribute to that aim. <p>The above is not an exhaustive list of duties. You will be required to undertake any other reasonable duties in line with the purpose and grading of the post.</p>

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<p><u>Dimensions:</u></p> <p>Management responsibility N/A</p> <p>Financial responsibility N/A</p> <p>Resource responsibility N/A</p>
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<p><u>Environment:</u></p> <p>ALL employees will be expected to:-</p> <ul style="list-style-type: none"> • Live the Company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved. • Be committed to diversity and inclusion of all. • Contribute to development of and strive to meet departmental, team and individual targets. • Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement. • Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures. • Attend meetings or provide services outside of the usual working hours where reasonably requested to do so. • Promote value for money and continuous improvement within the service area. • Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences <p>What you can expect from the company :-</p> <ul style="list-style-type: none"> • You will work with professional, experienced and skilled people who deliver services to tenants and customers on a day to day basis. • A Line Manager will be responsible for you on a day to day basis and allocate tasks and activities to you. • We expect all our workforce to work to our company values which are:-



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- Being Fair
 - Being Forward thinking
 - Being Accountable
 - Being Customer Focussed
 - Being Open and Transparent
 - Being Proud and Passionate
- We encourage a 'One Company, One Team' approach to our work and expect teams to assist each other when needed.
- We promote value for money, uphold equality and embrace diversity in all that we do.
- You can expect to be involved in wider corporate initiatives aimed at developing the company and the services to tenants and customers.

Signed: Date:

Print Name:

Version No	Revision Date	Reason for Revision
003	20/04/2018	Removed any reference to designated car user



Person Specification
Apprenticeship Programme- Business Administration

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 Head of Group HR Services

Document No: CCH--JD-XXX

Attribute	Detail	Criteria		How Identified			
		Essential	Desirable	Application Form	Interview	References	Test
Skills/Abilities	Computer Literate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Numerate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Good verbal and written communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Knowledge	Basic Business Administrative Principles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience	Experience in an administrative environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Qualifications	Good standard of education	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	2 GCSE, (or equivalent) at grade C or above including English and Mathematics (or expecting to achieve)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Commitment to further training to achieve apprenticeship framework	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Attributes/ Circumstances	Flexible and open to change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Professional and customer orientated approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Effective team worker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Committed to inclusion, equality and diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Aligned to the aims and values of the Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Committed to personal and professional development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proactive and committed to continuous improvement in service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	