**JOB DESCRIPTION**

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|  | **POST TITLE:** | Apprentice in Business Administration |
| 1. **2.** | **POST NUMBER:** | NF53 |
| 1. **3.** | **GRADE:** | Apprentice |
|  | **LOCATION:** | County Hall, Durham  Meadowfield Depot, St Johns Road.  Hackworth Road Depot, Peterlee |

**5. RELEVANT TO THIS POST:**

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

**Fixed term:** 1 – 2 years depending on qualifications

**6. ORGANISATIONAL RELATIONSHIPS:**

* 1. 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.
  2. The Business Support Apprentice will establish good working relationships with a range of internal and external colleagues.

**7. DESCRIPTION OF ROLE:**

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

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

8.1 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:**

* Working towards NVQ Level 2 and 3.
* Receiving visitors and referring to appropriate colleagues.
* Answering telephones and recording messages.
* Word processing, production of reports and preparation of spreadsheets and presentation slides.
* Updating and maintaining electronic databases and filing systems and photocopying.
* Despatching and receiving/opening post and other material and ensuring prompt despatch to appropriate staff.
* Gain minute taking experience.
* 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 Apprenticeships 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.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To work towards 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

9.2 **Communication**

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

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**

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.

9.5 **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.

9.6 **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.

9.7 **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.

9.8 **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

Business Administration Apprentice

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualifications | Either have or expect to achieve 4 GCSEs at grades A-C or or hold an equivalent relevant qualification | IT qualification  AS/A level educated | * Application form * Selection Process * Pre-employment checks |
| Experience | Use of Microsoft applications | Experience in being able interchange between areas of work  Work experience in administration | * Application form * Selection Process * Pre-employment checks |
| Skills/knowledge | A knowledge of basic safe working practices  High level written and oral communication skills  An ability to follow instructions | An ability to be pro-active and forward thinking  An ability to work as part of a team  An ability to challenge systems and procedures | * Application form * Selection Process * Pre-employment checks |
| Personal Qualities | A positive attitude committed to excellent customer service  A flexible approach to working | An ability to maintain confidentiality  A desire for personal and professional development | * Application form * Selection Process * Pre-employment checks |

*Altogether better*

