

JOB DESCRIPTION

Duties and key result areas: These are some of the duties the employee will undertake:

1. Receive and make telephone calls, deal with visitors, take messages and answer enquiries in accordance with service standards. This will include dealing with a wide variety of people including pupils, staff, parents, visitors etc.
2. Provide general office services such as photocopying, collation, faxes, scanning documents, laminating and binding in accordance with guidelines.
3. Prepare and present a range of documents such as correspondence and emails to an agreed standard.
4. Operate general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service.
5. Maintain information systems such as filing, client or asset records, booking systems and reference materials ensuring accuracy, confidentiality, ease of use and access.
6. Deal with incoming and outgoing post in accordance with established procedures.
7. Enter data into spreadsheets, databases and other electronic information systems (including SIMS), extract and distribute information as directed ensuring accuracy and confidentiality.
8. Other duties appropriate to the nature, level and grade of the post.

Northumberland County Council

PERSON SPECIFICATION

POST: Apprentice – Administration	SERVICE:	Ref: 2658
Essential	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> No particular qualifications or knowledge are required but the nature of the job demands a good general education demonstrating numeracy and literacy. 	<ul style="list-style-type: none"> 3 or more GCSE's (or equivalent) including Maths and English 	
Experience		
<ul style="list-style-type: none"> Previous experience is not an essential requirement. 	<ul style="list-style-type: none"> Experience of working in a customer service environment 	
Skills and competencies		
<ul style="list-style-type: none"> Excellent verbal and written communication skills. Good numeracy and literacy skills. Basic knowledge of word processing, spreadsheets and databases. Able to follow instructions and procedures with guidance. Ability to plan and organise daily work routines with guidance. Adaptable and able to deal with changing priorities. Supportive and effective team player. Ability to engage with service users and members of the public. Clear and logical thinking required to deal positively with problems occurring within normal work routine with guidance. 	<ul style="list-style-type: none"> Able to type and set out an e-mail or Word document quickly and accurately. Ability to deal with routine and non-routine enquiries as first point of contact. 	
Physical, mental and emotional demands		
<ul style="list-style-type: none"> Normally works in a seated position with some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. 		
Motivation		
<ul style="list-style-type: none"> Reliable and keeps good time. Ability to work flexible hours. Demonstrates enthusiasm for obtaining an administration related qualification. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude. 		
Other		
<ul style="list-style-type: none"> Committed to equality and diversity and safeguarding Committed to health and safety Committed to client confidentiality A commitment to providing a quality administrative support 		

<ul style="list-style-type: none">• Reliable and good time keeping• Appropriately follows instructions		
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits