

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Apprentice Receptionist / Business Support

Vacancy ID: 009208

Salary: £4.20 - £7.83 per hour

Closing Date: 19/08/2018

Benefits & Grade

Apprentice, age dependant

Contract Details

Fixed Term for 12 Months

Contract Hours

37 hours per week

DBS check

The successful applicant will be subject to an Enhanced DBS check

Job Description

Are you looking for an opportunity to gain a Level 2 Customer Service apprenticeship qualification whilst gaining valuable work experience? If so, Stockton Borough Council have an exciting new opportunity within the Education Improvement Service based at Stockton Sixth Form College. We are an organisation where we all make a positive contribution to work for EIS and for the whole council, where we never lose sight of the fact we are here to serve the people of the borough.

You will be given the opportunity to gain valuable work experience providing a first point of contact service for all our customers, whilst working towards a Level 2 Customer Service apprenticeship qualification. You will be given the skills and knowledge to deal with customer enquiries relating to EIS, over the telephone and face to face, and become part of a team that is committed to delivering high standards of customer service.

You will be provided with a mentor who will support you in developing your career and who encourage you to try new things.

We are looking for an enthusiastic, hard-working, positive individual who is self-motivated and able to work on their own initiative as well as being a team player. You will be committed to providing excellent service, be willing to learn and develop, and will not be afraid to try new things.

Apprenticeship opportunities are open to anyone over the age of 16 years with no upper age limit. Please note that you will be required to meet the entry requirements for the Level 2 Business Administration course which will be delivered by the Council's Learning & Skills Service.

The hours of work will usually be between 8.30am and 5.00pm Monday – Friday.

As an Apprentice, you will be eligible to apply for any internal vacancies as and when they arise within the Council.

For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Mel Manley, Administration Assistant on 01642 526385.

An online application form and further information is available from www.stockton.gov.uk/job-vacancies/. Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

JOB DESCRIPTION

JOB TITLE: Apprentice Receptionist / Business Support

DURATION: 12 Months

GRADE: Apprentice

REPORTING TO: EIS Business Coordinator

1. JOB SUMMARY:

- To assist in the provision of clerical and administrative support to the Council's Education Improvement Service.
- To assist with the provision of an efficient, professional and customer-focussed service which supports various customers accessing Education Centre at Stockton Sixth Form College (EDC@SSFC)

2. MAIN RESPONSIBILITIES AND REQUIREMENTS

1. Undertaking a range of duties including:
 - Front Line Reception Duties
 - First Line response to queries
 - Taking calls
 - Logging enquiry details
 - Issuing documents
 - Diary Management
 - Printing documents & publications
 - Filing & Information Management
 - Updating systems
 - Scanning and Indexing
 - Customer / Visitor care
 - Conducting Customer Satisfaction Surveys
2. Undertaking such personal training and development as may be deemed necessary to undertake the duties and responsibilities of the apprenticeship post and Maintaining attendance at both work and college to enable satisfactory completion of qualifications.
3. Using Information Technology which includes Microsoft Office and in house systems.
4. Making a positive contribution to the design, implementation and maintenance of office systems and procedures.
5. To shadow Colleagues as directed.
6. Ensuring that current legislation and Council policies and procedures are adhered to in the provision of services.

3. GENERAL

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated

July 2018

PERSON SPECIFICATION

Job Title/Grade	Apprentice Receptionist / Business Support	Apprentice, age dependant
Directorate	Children's Services - Education	
Post Ref:	34353	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications		<ul style="list-style-type: none"> Level 2 in English & Maths (If the successful candidate does not have these qualifications, they will be required to undertake and complete these qualifications in order to complete the apprenticeship). 	Application form
Experience	<ul style="list-style-type: none"> Working as part of a team (this could be in a sporting, educational, work or social setting). 	<ul style="list-style-type: none"> Office experience e.g. record keeping, filing, use of standard office aids e.g. photocopier etc. 	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> Legible handwriting. Good attention to detail. Be articulate and able to converse confidently in a pleasant and professional manner. Be numerate and have the ability to copy/transfer information accurately. 	<ul style="list-style-type: none"> Able to use Microsoft Office e.g. Word and Excel 	Application / Interview

	<ul style="list-style-type: none"> • Have the ability to understand and apply written instructions. • The ability to communicate both orally and in writing 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • Flexible approach to work. • Ability to be punctual. • The ability to solve problems logically • High personal standards and self-discipline in working to tight deadlines • The ability to work as an effective member of a team • Self-motivated. 		Application / Interview
Other requirements	<ul style="list-style-type: none"> • Smart Appearance 		

Person Specification dated

July 2018

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.