

**JOB DESCRIPTION**

**Children and Young People’s Services**

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 | **POST TITLE:** | **Business Apprentice**  |
|  | **POST NUMBER:**  |  |
|  | **GRADE:**  | Apprentice Level 3 |
|  | **LOCATION:** | Your normal place of work will be one of the following – Seaham Contact Centre, Stanley Education Centre or The Work Place in Newton Aycliffe. However, you may be required to work at any council workplace within County Durham. |

1. **RELEVANT TO THIS POST:**

**This post is funded until July 2021 through the ESF/YEI DurhamWorks project.**

This post is funded through ESF and the Youth Employment Initiative (YEI) as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. The YEI/ESF funding will end in July 2021.

**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 Progression Team Leader and will be supported and mentored to develop in the role by the team. The Apprenticewill establish good working relationships with a range of internal and external colleagues and partners, in particular the DurhamWorks Central Admin team.

1. **DESCRIPTION OF ROLE:**

To develop skills to provide administrative support to all staff within the team so that the ESF programme operates effectively and efficiently.

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

Listed below are the responsibilities this role will be primarily responsible for.

**To build up the necessary skills to work proactively to support the team and service delivery by:**

* data inputting into the MI system
* data quality checking
* responsibility for managing and settling petty cash
* receiving visitors and referring to appropriate colleagues
* answering telephones and accurately recording and communicating messages
* working with Microsoft Office, including the production of reports and preparation of presentation slides
* updating and maintaining databases and filing systems and photocopying
* updating and maintaining internal and external websites
* despatching and receiving/opening post and other material and ensuring prompt despatch to appropriate staff
* ensuring appropriate support for, and the health and safety of, visitors
* providing administrative support to other Progression Teams as required
* working within current Data Protection requirements, Information Sharing protocols and Caldicott Guidelines.

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 required by the 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**

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: Apprentice

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * Hold GCSEs in Maths and English (A-C or 4-9) or equivalent qualifications in those subjects at level 2
* Or hold an NVQ 2 in a relevant subject

and be willing to work towards a Level 3 in Business Administration. |  | * Application form
* Selection Process
* Pre-employment checks
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| Experience | * Microsoft Office e.g. Word, Excel, Powerpoint etc.
* Office administration
* Providing clerical support to a range of staff
 | * Database useage
* Checking data for quality
* Handling and settling petty cash
* Experience of dealing with people and/or young people.
* Customer Service
 | * Application form
* Selection Process
* Pre-employment checks
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| Skills/knowledge | * Good listening and communication skills (written and verbal)
* Good organisation skills
* Excellent ICT skills using MS Office
 | * Knowledge of databases
* Use of social media and websites in a business context
 | * Application form
* Selection Process
* Pre-employment checks
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| Personal Qualities | * Commitment to service delivery to the highest quality/standards.
* Ability to:
	+ Work as part of a team
	+ Use initiative and be proactive
	+ Take a flexible approach to location of work and variety of tasks
	+ Be methodical and pay attention to detail
	+ Work independently without supervision
	+ Manage multiple priorities and work under pressure.

•Holds high aspirations for young people/young adults. |  | * Application form
* Selection Process
* Pre-employment checks
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| Other | * Access to a car (if driving then must have a current valid driving licence and appropriate insurance) or means of mobility transport.
 |  | * Application form
* Selection Process
* Pre-employment checks
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