

## **DARLINGTON BOROUGH COUNCIL**

### **ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

#### **JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	Apprentice Support Assistant
<b><u>GRADE :</u></b>	Apprenticeship NMW
<b><u>REPORTING RELATIONSHIP</u></b>	Environmental Services Support Manager
<b><u>JOB PURPOSE :</u></b>	To provide an efficient and comprehensive support service.
<b><u>POST NO.</u></b>	D13880
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	Level 1, Expected Competencies for all employees

#### **MAIN DUTIES/RESPONSIBILITIES**

1. To undertake a range of business support tasks such as managing your own emails, copying, scanning, faxing, archiving, filing, post, answering the telephone and taking messages.
2. To be responsible for inputting and updating records both manually and electronically on multiple systems, including extracting basic information within set parameters.
3. To process and monitor daily work tickets, distribute and ensure all tickets are forwarded to the relevant operational teams to carry the work and to ensure urgent requests are dealt with.
4. Make contact with customers/colleagues for confirmation, clarification and to resolve queries to ensure accurate information is provided to the operational teams.
5. To assist in providing, creating and collating information and work programmes for operational teams, particularly for assisted collections, garden tidy, house clearance, bulky collection, assessments, gullies etc
6. To deal with enquiries by telephone and face to face and ensure that they are dealt with effectively and efficiently, e.g. answering routine queries, signposting and taking messages where appropriate.
7. To assist in the monitoring of the generic email address and raise and issue job tickets based on the information received
8. To assist with the monitoring of stock and ordering when necessary.
9. To assist with the processing, logging of Vehicle Drivers Books, Weight Tickets, Lagan cases, assisted collection sheets, bulky waste collections etc
10. The population and creation of basic spreadsheets and to assist with the collation of statistics for services

11. To carry out routine basic invoicing, create purchase orders, monitoring of payments made and receiving payments
12. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
13. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
14. Carry out your role in line with the Council's Equality agenda.
15. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
16. Any other duties of a similar nature related to this post that may be required from time-to-time.
17. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
18. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers".

Date: Sept 2018

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**PERSON SPECIFICATION**

**APPRENTICE SUPPORT ASSISTANT**  
**POST NO – D13880**

All appointments are subject to satisfactory references.

<b>Criteria No.</b>	<b>Attribute</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
	<b>Qualifications &amp; Education</b>		
<b>1</b>	GCSE Grade E or above (awarded pre 2017) GCSE Grade 3 or above (awarded 2017 onwards) Functional Skills Level 1	<b>E</b>	
	<b>Experience &amp; Knowledge</b>		
<b>2</b>	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages.	<b>E</b>	
<b>3</b>	Experience of dealing with enquiries from a range of people	<b>E</b>	
<b>4</b>	Reception/telephone experience.		<b>D</b>
<b>5</b>	Previous clerical experience and knowledge of clerical systems and procedures		<b>D</b>
	<b>Skills</b>		
<b>6</b>	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	<b>E</b>	
<b>7</b>	Ability to organise own work with minimum supervision	<b>E</b>	
<b>8</b>	Ability to work as part of a team	<b>E</b>	
<b>9</b>	Ability to work to a high degree of accuracy with attention to detail	<b>E</b>	
<b>10</b>	Ability to communicate both orally and in writing	<b>E</b>	
<b>11</b>	Ability to receive, record and relay information/messages accurately	<b>E</b>	
	<b>Personal Attributes</b>		
<b>12</b>	Flexibility, willingness and motivation to expand knowledge and experience	<b>E</b>	
<b>13</b>	Ability to maintain confidentiality	<b>E</b>	
	<b>Special Requirements</b>		
<b>14</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English'	<b>E</b>	