

Northumberland County Council

JOB DESCRIPTION

Post Title:	Apprentice		Director/Service:	Various throughout Northumberland County Council		Office Use
Band:	National Minimum Wage		Sector:	Various throughout Northumberland County Council		JE ref:
Responsible to:	Line Manager		Date:	January 2018	Lead & Man Induction:	HRMS ref:
Job Purpose:	Carry out a range of clerical and administrative tasks and assist with general day-to-day office duties including liaising with internal and external customers					
Job Context:	Individual will be expected to develop and apply technical knowledge relevant to the job role to support the team.					
Resources	Staff	None				
	Finance	May be required to process orders and invoices.				
	Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information. Ordering and stock control.				
	Clients	May be required to work with internal and external service clients.				
Duties and key result areas: Undertaken individually or as part of a team, these are examples of some of the duties that may be carried out by the post holder. The actual duties may vary depending on the requirements of the role. 1. Complete administration work that supports the needs of the department. 2. To provide an effective and efficient service to internal and external customers 3. Understand who customers are and the difference between internal and external customers 4. Obtain customer feedback and evaluate 5. To deal with customers face to face and on the telephone. 6. Receive telephone calls from internal and external customers, deal with visitors, take messages and answer straightforward enquiries in accordance with service standards. 7. Provide general office services such as photocopying, collation, laminating and binding in accordance with guidelines. 8. Prepare and present a range of documents such as correspondence and emails to an agreed standard. 9. Operate general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service. 10. Enter data into spreadsheets, databases and other electronic information systems, extract and distribute information as directed ensuring accuracy and confidentiality. 11. Maintain information systems such as filing, client or asset records, booking systems and reference materials ensuring accuracy, confidentiality, ease of use and access. 12. Deal with incoming and outgoing post in accordance with established procedures. 13. Carry out all mandatory training. 14. Cover some duties of other administrative staff within the department during times of annual leave and sickness as required. 15. Other duties appropriate to the nature, level and grade of the post.						
Work Arrangements						
Physical requirements:	Activities normally undertaken in a seated position with some walking, bending or stretching and an occasional need to lift or carry.					
Transport requirements:	n/a					
Working patterns:	37 hours per week, day work. Flexible working hours may apply provided staff work collaboratively to provide cover for services.					
Working conditions:	Minimal exposure to disagreeable, unpleasant or hazardous conditions.					

Northumberland County Council
PERSON SPECIFICATION

POST: Customer Service	SERVICE: All Directorates	Ref: 2658
Essential	Desirable	Assess by
Good Communication Skills To be able to deal with Customer face to face and on the telephone		
Qualifications and Knowledge		
No particular qualifications or knowledge are required but the nature of the job demands a good general education demonstrating numeracy and literacy.	3 or more GCSE's (or equivalent) including Maths and English	
Experience		
Previous experience is not an essential requirement.		
Skills and competencies		
- Good 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.	- Able to type and set out an e-mail or document quickly and accurately. - Ability to deal with routine and non-routine enquiries as first point of contact.	
Physical, mental and emotional demands		
- 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		
- 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		
- Committed to equality and diversity and safeguarding - Committed to health and safety		

• Committed to client confidentiality • A commitment to providing a quality administrative support • 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