

Northumberland County Council

JOB DESCRIPTION

Post Title: Business Admin Apprentice L2 (Community Safety Department)		Director/Service: Northumberland Fire and Rescue		Office Use
Band:		Sector: Community Safety Department		
Responsible to: Andrea Sterry		Date: January 2019		
Job Purpose: Carry out a range of clerical and administrative tasks and assist with general day-to-day office duties, including dealing incoming / outgoing phone calls and enquiries from customers needing smoke alarms and safety checks. Assisting staff conduct visits to customers homes to execute the Safe and Wellbeing visits - visiting properties throughout Northumberland.				
Job Context:				
Resources	Staff	None.		
	Finance	May be required to process orders, invoices etc.		
	Physical	Required to Climb ladder and screw into ceiling to fit smoke alarms, moving boxes of smokes alarms around.		
	Clients	Required to work with internal and external service clients, in particular those with vulnerabilities during home visits.		
Duties and key result areas: Undertaken individually or as part of a team, these are examples of some of the duties that may be expected to be undertaken by the post holder. The actual duties may vary depending on the requirements of the role.				
<div>1. Receive telephone calls, deal with visitors, take messages and answer straightforward enquiries in accordance with service standards.</div> <div>2. Provide general office services such as photocopying, collation, faxes, laminating and binding in accordance with guidelines.</div> <div>3. Prepare and present a range of documents such as correspondence and emails to an agreed standard.</div> <div>4. Operate general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service.</div> <div>5. Maintain information systems such as filing, client or asset records, booking systems and reference materials ensuring accuracy, confidentiality, ease of use and access.</div> <div>6. Deal with incoming and outgoing post in accordance with established procedures.</div> <div>7. Enter data into spreadsheets, databases and other electronic information systems, extract and distribute information as directed ensuring accuracy and confidentiality.</div> <div>8. Main role of the team this apprentice is working in, is assisting in the execution of Safe and Wellbeing visit and all tasks associated with this role.</div> <div>9. Cover NFRS reception on a rota basis</div> <div>10.Other duties appropriate to the nature, level and grade of the post.</div>				
Work Arrangements				
Physical requirements:		Ladder Climbing, smoke alarm fitting, training given		
Transport requirements:		N/A		
Working patterns:		37 hours per week Mon-Thurs 8.30-4.30pm Friday 8.30-4.00pm		
Working conditions:		Visiting various domestic properties in Northumberland/office based		

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PERSON SPECIFICATION

POST: Business Admin Apprentice L2 Community Safety Department		SERVICE: Northumberland Fire and Rescue	Ref: 2658
Essential		Desirable	Assess by
Qualifications and Knowledge			
<ul style="list-style-type: none"> No particular academic 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 facing environment and business administration duties. 	
Skills and competencies			
<ul style="list-style-type: none"> 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. 		<ul style="list-style-type: none"> Able to type and set out an e-mail or document quickly and accurately, using google applications. 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"> Dealing with vulnerable adults. Climbing, carrying ladder and associated tools. 			
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. Must observe confidentiality regarding service users 			
Other			

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