

**DARLINGTON BOROUGH COUNCIL**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	Apprentice Benefits Assistant
<b><u>GRADE :</u></b>	Apprenticeship National Minimum Wage
<b><u>JOB PURPOSE :</u></b>	To provide a range of administrative support duties as well as providing a high quality of advice and assistance to customers.
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	Level 1, Expected Competencies for all employees
<b><u>POST NO.</u></b>	D11418
<b><u>TRAINING</u></b>	You are expected to undertake and complete all components of the apprenticeship standard/framework at level 2/3.

**MAIN DUTIES/RESPONSIBILITIES**

1. Provide support to deal with a wide range of customer enquiries, ensuring a friendly and responsive service to telephone enquiries, email and visitors.
2. Undertake administrative duties as required, including photocopying, filing, scanning, copy typing and taking notes at meetings.
3. Perform diary management functions for officers in the authority including arranging and re-arranging meetings, room booking and organising refreshments.
4. To provide basic facilities management – setting up rooms for meetings ensuring the required equipment and resources are available and assisting attendees.
5. Input data accurately onto a range of different systems and to populate and create basic spreadsheets.
6. Undertake tasks as required which may be of a sensitive and confidential nature
7. To be an effective and flexible team member to ensure that requirements are met
8. 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.
9. 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.
10. Carry out your role in line with the Council's Equality agenda.
11. 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.

12. Any other duties of a similar nature related to this post that may be required from time-to-time.
13. 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.
14. This post is deemed to be a 'customer facing' role in line with the definition of the Code of Practice on English Language requirement for public sector workers.

Date: October 2018

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**PERSON SPECIFICATION - APPRENTICE BENEFITS ASSISTANT**

**POST NO - D11418**

All appointments are subject to satisfactory references and standard/enhanced disclosure where necessary.

<b>Criteria No.</b>	<b>Attribute</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
	<b>Qualifications &amp; Education</b>		
<b>1</b>	GCSE's Grade A to C including Maths and English (awarded pre 2017) GCSE's Grade 9 to 4 including Maths and English (awarded 2017 onwards) Functional Skills Level 2 in English and Maths	<b>E</b>	
	<b>Experience &amp; Knowledge</b>		
<b>2</b>	An understanding of office systems and procedures	<b>E</b>	
<b>3</b>	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages.	<b>E</b>	
<b>4</b>	An understanding of the principles of the Data Protection Act	<b>E</b>	
<b>5</b>	Experience of dealing with customers over the 'phone and face-to-face		<b>D</b>
<b>6</b>	Previous office clerical/admin experience		<b>D</b>
	<b>Skills</b>		
<b>7</b>	Ability to communicate effectively both verbally and in writing to a wide range of audiences	<b>E</b>	
<b>8</b>	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	<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 receive, record and relay information/messages accurately	<b>E</b>	
<b>11</b>	Ability to work as part of a team.	<b>E</b>	
<b>12</b>	Ability to organise own work with minimum supervision		<b>D</b>
	<b>Personal Attributes</b>		
<b>13</b>	Flexibility, willingness and motivation to expand knowledge and experience.	<b>E</b>	
<b>14</b>	Ability to maintain confidentiality.	<b>E</b>	

<b>15</b>	Ability to take and follow instructions	<b>E</b>	
	<b>Special Requirements</b>		
<b>16</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English'	<b>E</b>	
<b>17</b>	Ability to demonstrate a commitment to customer care	<b>E</b>	
<b>18</b>	Must be prepared to undertake and complete study towards the apprenticeship programme	<b>E</b>	