

Northumberland County Council

**JOB DESCRIPTION**

|   |   |   |  |                   |
|---|---|---|--|-------------------|
| <b>Post Title:</b>  | Apprentice – Business Administration  | <b>Director/Service:</b>  | Various throughout Northumberland County Council | <b>Office Use</b> |
| <b>Band:</b>  | National Minimum Wage   | <b>Sector:</b>  | Various throughout Northumberland County Council | JE ref:           |
| <b>Responsible to:</b>  | Line Manager  | <b>Date:</b>  | January 2018                                     | HRMS ref:         |
| <b>Lead &amp; Man Induction:</b>  |   |   |  |                   |
| <b>Job Purpose:</b>   | Carry out a range of clerical and administrative tasks and assist with general day-to-day office duties.                              |   |  |                   |
| <b>Job Context:</b>   | Individual will be expected to develop and apply technical knowledge relevant to the job role to support the team.                    |   |  |                   |
| <b>Resources</b>  | 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.   |  |                   |
| <b>Duties and key result areas:</b> 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.  |   |   |  |                   |
| <ol style="list-style-type: none"> <li>1. Complete administration work that supports the needs of the department.</li> <li>2. Receive telephone calls, deal with visitors, take messages and answer straightforward enquiries in accordance with service standards.</li> <li>3. Provide general office services such as photocopying, collation, laminating and binding in accordance with guidelines.</li> <li>4. Prepare and present a range of documents such as correspondence and emails to an agreed standard.</li> <li>5. Operate general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service.</li> <li>6. Enter data into spreadsheets, databases and other electronic information systems, extract and distribute information as directed ensuring accuracy and confidentiality.</li> <li>7. Maintain information systems such as filing, client or asset records, booking systems and reference materials ensuring accuracy, confidentiality, ease of use and access.</li> <li>8. Deal with incoming and outgoing post in accordance with established procedures.</li> <li>9. Carry out all mandatory training.</li> <li>10. Cover some duties of other administrative staff within the department during times of annual leave and sickness as required.</li> <li>11. Other duties appropriate to the nature, level and grade of the post.</li> </ol> |   |   |  |                   |
| <b>Work Arrangements</b>  |   |   |  |                   |
| 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**

|  |   |                  |
|--|---|------------------|
| <b>POST:</b> Apprentice - Administration   | <b>SERVICE:</b> All Directorates  | <b>Ref:</b> 2658 |
| <b>Essential</b>   | <b>Desirable</b>  | <b>Assess by</b> |
| <b>Qualifications and Knowledge</b>  |   |                  |
| <ul style="list-style-type: none"> <li>No particular qualifications or knowledge are required but the nature of the job demands a good general education demonstrating numeracy and literacy.</li> </ul>   | <ul style="list-style-type: none"> <li>3 or more GCSE's (or equivalent) including Maths and English</li> </ul>  |                  |
| <b>Experience</b>  |   |                  |
| <ul style="list-style-type: none"> <li>Previous experience is not an essential requirement.</li> </ul>   |   |                  |
| <b>Skills and competencies</b>   |   |                  |
| <ul style="list-style-type: none"> <li>Good verbal and written communication skills.</li> <li>Good numeracy and literacy skills.</li> <li>Basic knowledge of word processing, spreadsheets and databases.</li> <li>Able to follow instructions and procedures with guidance.</li> <li>Ability to plan and organise daily work routines with guidance.</li> <li>Adaptable and able to deal with changing priorities.</li> <li>Supportive and effective team player.</li> <li>Ability to engage with service users and members of the public.</li> <li>Clear and logical thinking required to deal positively with problems occurring within normal work routine with guidance.</li> </ul> | <ul style="list-style-type: none"> <li>Able to type and set out an e-mail or document quickly and accurately.</li> <li>Ability to deal with routine and non-routine enquiries as first point of contact.</li> </ul> |                  |
| <b>Physical, mental and emotional demands</b>  |   |                  |
| <ul style="list-style-type: none"> <li>Normally works in a seated position with some standing, walking, stretching or lifting.</li> <li>Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands.</li> </ul>  |   |                  |
| <b>Motivation</b>  |   |                  |
| <ul style="list-style-type: none"> <li>Reliable and keeps good time.</li> <li>Ability to work flexible hours.</li> <li>Demonstrates enthusiasm for obtaining an administration related qualification.</li> <li>Demonstrates integrity and upholds values and principles.</li> <li>Promotes equal opportunities and diversity in all aspects of work.</li> <li>Appropriately follows instructions to achieve set objectives.</li> <li>Works collaboratively to achieve team spirit.</li> <li>Adapts to change by adopting a flexible and cooperative attitude.</li> </ul>   |   |                  |
| <b>Other</b>   |   |                  |
| <ul style="list-style-type: none"> <li>Committed to equality and diversity and safeguarding</li> <li>Committed to health and safety</li> <li>Committed to client confidentiality</li> <li>A commitment to providing a quality administrative support</li> </ul>  |   |                  |

- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"><li>• Reliable and good time keeping</li><li>• Appropriately follows instructions</li></ul> |  |  |
|---|--|--|

*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*