

DARLINGTON BOROUGH COUNCIL

JOB DESCRIPTION

<u>POST TITLE :</u>	Apprentice – Business Administration
<u>PAY BAND :</u>	National Minimum Wage for Apprentices
<u>JOB PURPOSE :</u>	To provide a range of administrative support duties as well as providing a high quality of advice and assistance to customers.
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees
<u>TRAINING</u>	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.

Date: October 2019

DARLINGTON BOROUGH COUNCIL**APPRENTICE – BUSINESS ADMINISTRATION**

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

Criteria No.	Attribute	Essential (E)	Desirable (D)
Qualifications & Education			
1	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	E	
Experience & Knowledge			
2	An understanding of office systems and procedures	E	
3	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages.	E	
4	An understanding of the principles of the Data Protection Act	E	
5	Experience of dealing with customers over the 'phone and face-to-face		D
6	Previous office admin experience		D
Skills			
7	Ability to communicate effectively both verbally and in writing to a wide range of audiences	E	
8	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
9	Ability to work to a high degree of accuracy with attention to detail.	E	
10	Ability to receive, record and relay information/messages accurately	E	
11	Ability to work as part of a team.	E	
12	Ability to organise own work with minimum supervision		D
Personal Attributes			
13	Flexibility, willingness and motivation to expand knowledge and experience.	E	
14	Ability to maintain confidentiality.	E	
15	Ability to take and follow instructions	E	

Special Requirements			
16	The ability to communicate at ease with customers and provide advice in accurate spoken English'	E	
17	Ability to demonstrate a commitment to customer care	E	
18	Must be prepared to undertake and complete study towards NVQ Levels 2/3 in Business Admin	E	
19	Must be prepared to undertake in-house training to improve keyboard skills.	E	
20	Capable of independent travel to carry out the requirements of the post	E	