



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Apprentice Admin Assistant

Vacancy ID: 010713

Salary: £8,392 - £15,839 Annually

Closing Date: 15/12/2019

Benefits & Grade

Apprentice, age dependent

Contract Details

Fixed Term, up to 15 months

Contract Hours

37 hours per week

Job Description

At Stockton Borough Council we truly value our Apprentices. We recognise that Apprenticeships help us identify new talent, build new skills in our workforce and increase diversity in the workplace.

The Multi-Disciplinary Team (MDS) works with people aged 65 years and over and includes a Falls Prevention team, Housing Occupational Therapy Team and a Wellbeing Team. The aim of the Wellbeing Team, is to provide short term support and intervention to keep people safely, independent at home. Where this is not possible, clients are then referred into long term services. The Falls Team provides a range of education, assessments and support to prevent people falling, and minimise the effects of falls.

You will gain valuable work experience supporting The Multi-Disciplinary Service in a diverse range of administrative tasks including: inputting data, contacting clients, auditing, raising invoices, taking part in marketing activities, writing letters, taking minutes, dealing with telephone enquiries.

We are looking for an enthusiastic, hard-working, positive individual who is self-motivated and able to work on their own initiative as well as being a team player. The successful candidate will be committed to providing excellent service, be willing to learn and develop and will not be afraid to try new things

All candidates are required to meet the essential requirements set out below.

- Experience working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative
- Good Communication and interpersonal skills, both written and verbal
- Excellent IT Skills – Microsoft Office (Word and Excel)
- Good attention to detail
- Committed to excellent customer service
- Be numerate and have the ability to copy/transfer information accurately
- Functional Skills (Level 2 / GCSE) in English, Maths and ICT are not essential, but may be required prior to completion of the apprenticeship


An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Vicki Ingham, ART/MDS Team Manager, on 01642 526403

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		
JOB DESCRIPTION		
JOB TITLE: Apprentice Business Administration		
DURATION: up to 15 Months		
GRADE: Apprentice		
REPORTING TO: Senior Practitioner MDS		
1.	JOB SUMMARY:	
	<ul style="list-style-type: none"> To provide clerical and administrative support within the Multi-Disciplinary Service. To assist with the provision of an efficient, professional and customer-focussed Administration and Support Services. 	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	Undertaking a range of Administration duties including: <ul style="list-style-type: none"> Printing documents & Publications Answering telephone Registration of clients onto SystmOne and Care Director Receipt, Distribution, Collection and dispatch of Mail Maintaining internal Libraries Raising Invoice Requisitions Diary Management Booking Conference Rooms Maintaining Inventory Marketing Activities Ordering Supplies, Services and Works Filing & Information Management Scanning and Indexing Typing Customer / Visitor care Basic Health & Safety Basic premises Administration Taking Minutes of Meetings First Line response to queries Maintain relevant databases
	2.	Maintaining attendance at both work and college to enable satisfactory completion of qualifications.
	3.	Using Information Technology which includes Microsoft Office and in house systems.
	4.	Making a positive contribution to the design, implementation and maintenance of office systems and procedures.
	5.	To shadow Colleagues as directed.
	6.	Ensuring that current legislation and Council policies and procedures are adhered to in the provision of services.
3.	GENERAL	

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated November 2019



PERSON SPECIFICATION

Job Title/Grade	Apprentice Business Administration	Apprentice
Directorate	Adults and Health	Multi-Disciplinary Service
Post Ref:	33049 / POS004464	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Please note: You must not hold an existing qualification at the same or higher level as this apprenticeship in a similar subject (Business Administration)	Functional skills English & Maths Level 2 / GCSE Grade C (level 4) or above	Application form
Experience	Working as part of a team (this could be in a sporting, educational, work or social setting). as well as demonstrating use of own initiative	Office experience e.g. record keeping, filing, use of standard office aids e.g. photocopier etc. Experience of handling personal sensitive information	Application / Interview
Knowledge & Skills	Good Communication and Interpersonal skills both written and verbal The ability to converse at ease with members of the public and provide advice in accurate spoken English Excellent IT Skills – Microsoft Office (Word & Excel)	Awareness and understanding of the importance of confidentiality and Data Protection	

	<p>Ability to understand and apply regulations and written instructions</p> <p>Good attention to detail Committed to excellent customer service</p> <p>Be numerate and have the ability to copy/transfer information accurately Have the ability to understand and apply regulations and written instructions</p>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement</p> <p>Flexible approach to work. Ability to be punctual</p> <p>The ability to solve problems logically</p> <p>High personal standards and self-discipline in working to tight deadlines</p> <p>The ability to work as an effective member of a team Self-motivated</p>		Application / Interview
Other requirements	Smart Appearance		

Person Specification dated

November 2019

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is

the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.