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| **Job Description** |
| **Post title** | Apprentice (Business Administration) |
| **JE Reference No** |  |
| **Grade** | Apprentice |
| **Service** | Resources |
| **Service Area** | Finance & Transactional Services |
| **Reporting to** | Senior Officer within Assessments and Awards or Payments Income and Support |
| **Location** | Your normal place of work will be Green Lane, Spennymoor, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The Business Administrator Apprentice contributes to the efficiency of the organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness of the role allows the apprentice to develop a wide range of skills.

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties required to work within the team.

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| **Duties and responsibilities** |

* To study and achieve the Business Administration Level 3 during the duration of the apprenticeship.
* Answering telephones and recording messages;
* Word processing, production of reports and using spreadsheets;
* Data entry and maintenance of financial operating systems including updating and maintaining databases and filing systems;
* Dealing with correspondence from customers and issuing responses;
* Invoice payments processing and collection;
* Develop interpersonal skills to be able to build and maintain positive relationships within your own team and across the organisation;
* Learn how to influence and challenge appropriately and become a role model to peers and team members, developing coaching skills as you gain area knowledge;
* Develop good communications skills, whether face-to-face, on the telephone, in writing or on a digital platform and use the most appropriate channels to communicate effectively;
* Demonstrate the necessary level of expertise required to complete tasks and apply yourself to continuously improve your work;
* Working within current Data Protection requirements, Information Sharing protocols and guidelines;
* To attend training as determined appropriate by the council in relation to working practices and the apprenticeship programme;
* All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.
* All employees have a responsibility of care for their own and others health and safety.
* The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.
* Variation may also occur to the duties and responsibilities without changing the general character of the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Have 4 GCSE’s at Grades A-C/9-4 including Maths and English Language or hold an equivalent and relevant Level 2 qualification
 | * A financial qualification at any level
* A level 2 business administration qualification

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| Experience | * Operating on-line computer systems
 | * Experience in an office and/or financial environment.
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| Skills & Knowledge | * Good communication skills
* Good ICT skills
* Ability to manage and prioritise own workload and ensure tasks are completed accurately and within the prescribed timescales
* Ability to work in a team
* Ability to work on own initiative
* The ability to converse at ease with customers and provide advice in accurate spoken English
 | * Excellent administrative skills
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| Personal Qualities | * Ability to form effective working relationships with colleagues
* Self motivated
* Flexible approach to work
* Positive attitude to change
* Expected to undertake training to meet the changing demands of the post
* Behave in a professional way
* Respect and encourage diversity
* Punctuality
* Reliability
 | * Feel confident in dealing with queries
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