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| **Job Description** |
| **Post title** | Apprentice (Business Administration) Health and Safety |
| **JE Reference No** | n/a |
| **Grade** | Apprentice Rate |
| **Service** | Resources |
| **Service Area** | Occupational Health & Safety - Health & Safety |
| **Reporting to** | The post holder will be accountable to a Senior Health and Safety Advisor. |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a 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** |

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to develop skills within administration.

The post holder will assist with a range of administrative duties within the Health and Safety Team.

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| **Duties and responsibilities** |

Listed below are the responsibilities that this role will learn and receive training for:

* To be given support and mentoring to act as a point of contact in relation to internal/external health and safety related queries, escalating to the relevant contact person(s) as appropriate.
* To study and achieve the Business Administration Level 2 or 3 Standard during the duration of the apprenticeship
* Work closely with other health and safety team members to develop understanding of health and safety processes, and to assist with providing support to the team.
* To gain knowledge of and be aware of corporate and service specific health and safety policies and procedures, including data protection.
* To maintain and accurately update health and safety central administration systems and records.
* To process incoming mail, telephone calls and incoming electronic correspondence.
* To develop skills in a range of team support activities including word processing, photocopying and document collation.
* To assist in the management of diaries, arrange appointments and meetings.
* To assist with the maintenance of supplies of stationery.
* Engage in a positive performance culture, complying with policies and procedures.
* Provide an excellent quality service to all customers.
* To develop effective communication skills.
* Participate in team meetings, staff briefings and seminars as required.
* 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 Health and Safety Team Leaders.

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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.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Either have or expect to achieve 4 GCSE’s at Grades 9-4/A-C including Maths and English or hold an equivalent and relevant qualification.
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| Experience | * Experience of using Microsoft Office
 | * Experience in an office environment.
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| Skills & Knowledge | * Good communication skills.
* Good literacy and numeracy skills.
 | * Knowledge of local government structure and operation.
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| Personal Qualities | * Ability to maintain confidentiality.
* Able to display sensitivity when dealing with customers.
* Ability to form effective working relationships with colleagues.
* Able to work as a team member.
* Able to work on own initiative.
* Willingness to participate in personal development programs.
* Computer literate.
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