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| **Job Description** |
| **Post title** | Apprentice (Business Development) |
| **JE Reference No** |  |
| **Grade** | Apprentice |
| **Service** | Regeneration Economy and Growth  |
| **Service Area** | Corporate Property and Land  |
| **Reporting to** | The Business Development Manager and the assigned Business Development staff (mentor) |
| **Location** | Your normal place of work will be Meadowfield Depot, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to an Enhanced Disclosure. |
| **Flexitime** | This post **is not** eligible for flexitime.The normal working hours are 37 hours/week nominally 0830 - 1630 |
| **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** |

Work Alongside:

Work with and across all Council Service Groupings.

Responsible for:

The work assigned to the post holder by their mentor, own safety and those affected by the post holder’s actions, attainment of the relevant qualification.

Responsive to:

The Business Development Manager, the assigned Business Development staff, the needs of the service and the needs of the customer.

The three year role will develop the skills and competencies of the post holder to assist in the provision of a business development services provided on behalf of the Building and Facilities Service (B&FM). It is envisaged after a period of orientation that the Apprentice will be assigned work in any of the B&FM Service areas. The post holder will work with Operational staff, contractors and customers. All as assigned by the Business Development Apprentice’s Mentor and appropriate to the post holder’s level of competency.

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| **Duties and responsibilities** |

1. To study and achieve the Operations and Quality Improvement: Business Improvement Techniques Level 3, Lead Auditor Certification and an Improvement Practitioner Level 4 during the duration of the apprenticeship.
2. To develop the post holder to assist in supporting and advising the Business Development Manager and other staff regarding business development issues.
3. To develop the post holder’s understanding of the service to comply with the Key

 Performance Indicators set for the Business Development Service.

1. To develop the post holder to assist in the promotion and development of working practices and procedures to improve the health and safety culture within the Building & Facilities Maintenance Service.
2. To develop the post holder to undertake work in conjunction with other Durham County Council staff and their contractors ensuring all work is undertaken in a consistent manner to the appropriate quality standard in line with appropriate B&FM procedures, manufacturer’s instructions, ACOP’s and legislation.
3. To assist the post holder to develop a positive teamwork and customer care approach to work and work outputs.
4. To enable the post holder to ensure all work undertaken complies with the Quality Management System (ISO 9001:2015).
5. To develop the post holder to assist the Business Development function to continue to be a Best Value provider of services and one that strives for continuous improvement.
6. To ensure compliance with the policies and procedures of Durham County Council, REG Services, CPaL and the Building & Facilities Maintenance Service.
7. To develop the post holder to promote the services offered by REG Services and Building & Facilities Maintenance to both existing and potential customers as the opportunities arise.
8. To attend and work diligently at a further educational establishment to gain an NVQ Level 3 qualification within the period of the apprenticeship.
9. To enable the post holder to liaise with internal and external customers and colleagues at any other locations throughout County Durham to undertake specified tasks in pre-determined timescales.
10. All employees have a responsibility to undertake training and development as required. The post holder has a responsibility to assist, where appropriate and necessary, with the training and development of others.
11. There is a requirement for the post holder to become multi-skilled and training will be provided to enable other practical/ office skills to be developed beyond those covered by the apprenticeship.
12. To participate in a range of training courses (in addition to the apprenticeship) as required improving knowledge and understanding of safety, quality, Business Development services and the wider organisation.
13. The post holder has a duty of care to work safely at all times not to place themselves,

 colleagues or members of the public at risk by their activities/actions.

1. The above is not an exhaustive list of the duties and responsibilities, the post holder will be expected to undertake any other duties which may reasonably fall within the level of responsibility and competency.
2. Variations 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.

* **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 including Maths and English Language grades A-C/9-4 or Level 2 in Maths and English (or equivalent).
 | * A.A.T.
* Business Management
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| Experience | * Awareness of business development duties/ services.
* Awareness of office duties
* Experience of the suite of Microsoft computer packages eg Excel, Word, CAD etc
 | * Experience of using Oracle
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| Skills & Knowledge | * Good communication skills.
* Good numeric skills.
* Knowledge of ICT applications.
* Good organisational skills
* Able to follow instruction.
 | * An understanding of local government
* Understanding of quality management systems
* Understanding of health and safety systems
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| Personal Qualities | * Ability to work as a member of a team.
* Commitment to the concept and values of public service.
* A flexible approach to work and a capability to work to deadlines
* Self motivated and able to work alone using own initiative, but in accordance with corporate objectives
* Ability to work in partnership with others to forge effective working relationship
* Organised.
* Honest.
* Reliable and punctual.
* Commitment and positive approach to the role.
 | * Ability to plan and organise work.
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