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| **Job Description** | |
| **Post title** | Apprentice (Business Administration) |
| **JE Reference No** | n/a |
| **Grade** | Apprentice |
| **Service** | Resources |
| **Service Area** | Corporate Finance & Commercial Services – Pension Services |
| **Reporting to** | This post will be accountable to the Pensions Team Leader |
| **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** |

The Durham County Council Pension Fund administers the Local Government Pension Scheme (LGPS) for local government employees in the Durham area and is run by Durham County Council.

Your role will be to provide support to the council’s busy Pensions Administration Team to calculate and pay LGPS benefits for our members, providing advice and support through a telephone helpline and on-line portal to scheme members and employers, processing and interpreting a high volume of data and supporting the development and use of technology to ensure benefits are correctly calculated.

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| **Duties and responsibilities** |

* To study and achieve the Business Administrator Level 3 during the duration of the apprenticeship
* To provide administrative support to the Pensions Administration Team, including opening, scanning and indexing incoming post, and setting up tasks accordingly on the Pensions Administration database
* Maintain supplies of stationery, monitor usage and ordering new stock as needed
* Support the processing of the Team’s outgoing payments
* To provide advice and assistance to members of the Local Government Pension Scheme
* Assist in the recording of contribution data from employers in the Scheme
* Develop the skills to use multiple IT packages and systems relevant to the organisation in order to write letters or emails.
* Maintain and update Pensions Administration systems including setting up new members of the Local Government Pensions Scheme and issuing statutory notices
* Ensuring all manual and computerised records are maintained and liaise with other teams and external agencies to obtain information to complete records
* Support the administration of the Pension Fund’ online portals for employers and Scheme members
* Learn how to produce accurate records and documents including emails, letters, reports & proposals and make recommendations for improvements and present solutions to management
* Understand the importance of decision making and learn how to make effective decisions based on sound reasoning and deal with challenges in a mature way
* 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.
* Learn how to take responsibility for initiating and completing tasks, managing priorities and time in order to successfully meet deadlines
* Develop skills to use relevant project management principles and tools to scope, plan, monitor and report.
* Ensure appropriate attention is given to your own health and safety, and the safety of your colleagues and visitors, following established procedures.
* Work 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.

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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 | * GCSE’s at Grades A-C/9-4 or hold an equivalent and relevant qualification * Ability to achieve Level 3 Business Administrator during the duration of the apprenticeship   *.* | * IT qualification * Administrative qualification |
| Experience | * Use of Microsoft Office applications | * Work in an office environment * Communicating with a range of people * Use of MS Excel * Use of Outlook Email |
| Skills & Knowledge | * Ability to follow instructions * Ability to work in a team * Ability to work on own initiative * Good communication skills * Good IT skills   *.* | * Knowledge of computer systems * Health & Safety awareness * Data protection awareness * Awareness of the Councils role |
| Personal Qualities | * Behave in a professional way * Respect and encourage diversity * Punctuality * Positive attitude * Reliability * Self Motivation | * Feel confident in dealing with queries |