

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
DIRECTORATE / SERVICE AREA:		Various across the Council	
JOB TITLE		Apprentice Business Administrator	
REPORTING TO:		Line Manager in allocated team	
APPRENTICESHIP QUALIFICATION		Business Administrator – Level 3	
APPRENTICESHIP DURATION:		21 Months	
1.	JOB SUMMARY:		
	<p>To provide a range of administration support as part of team, as allocated under the direction of a supervisor. With a focus on adding value, the role of Apprentice Business Administrator contributes to the efficiency of the Council.</p> <p>To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.</p>		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1	To assist in providing an efficient, professional and customer focussed administration support service, using relevant and appropriate IT packages within the organisation	
	2	Undertaking a range of administration duties including but not limited to: <ul style="list-style-type: none">• Records Management• Mail Service for outgoing and incoming mail• Drafting / typing letters, documents and email communications• Answering queries by telephone / email• Reception duties / Customer care• Taking minutes of meetings• Analysis of information• Ordering supplies and services	
	3	To produce and maintain accurate records and documents including emails, letters, files, payments, reports and proposals	
	4	To maintain relationships through positive engagement and influence with different parts of the organisation, including interaction with internal and external customers.	
	5	To assist in the planning and organising of tasks from initiation to completion which identifies resource, facility and equipment requirements to complete the task.	
	6	To handle information confidentially, ensuring it is stored securely, maintained and retained appropriate in line with relevant legislation and council policy.	
	7	To be provide good judgement with regards administrative decision making	
	8	To provide and be flexible in covering administration services as part of the day-to-day running of a busy office and be a point of contact for administration support.	
	9	To be proactive in finding appropriate solutions to meet the business requirement, provide suggestions for improvements, review tasks, problem solve and present solutions and findings; to ensure tasks are completed to a high standard.	

	10	To demonstrate a commitment to your own personal development to learn and evidence the necessary skills, knowledge and behaviour required to meet the Apprenticeship Standard.		
3	GENERAL			
	<p>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</p> <p>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.</p> <p>Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.</p> <p>Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development</p> <p>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</p> <p>Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.</p> <p>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.</p> <p>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.</p>			
		Name	Signature	Date
Job Description written by (Manager)	Jill Patterson			May 2021
Job Description agreed by (Apprentice)

Job Description dated May 2021

PERSON SPECIFICATION

Job Title	Apprentice Business Administrator
Directorate / Service Area	Various across the Council

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English & Maths)</p> <p>PLEASE NOTE: You must not hold an existing qualification at the same or higher level as this apprenticeship or in a similar subject</p>		Application form / Certificates
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	<p>Some basic experience of working in a busy office and/or reception service.</p> <p>Experience of handling personal confidential and/ or sensitive information</p>	Application / Interview / Reference
Knowledge & Skills	<p>IT Skills including ability to use Microsoft Office e.g. Word and Excel.</p> <p>Good communication skills - listening, spoken and written.</p> <p>Organised with a good attention to detail.</p> <p>Numerate and have the ability to copy/transfer information accurately.</p>		Application / Interview / Reference

	Have the ability to understand and apply regulations and written instructions. Be articulate and able to converse confidently in a pleasant and professional manner.		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement. Flexible approach to work. The ability to solve problems logically. High personal standards and self- discipline. Motivated and positive attitude	Emotional resilience	Application / Interview / Reference
Other requirements			

Person Specification dated

May 2021