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| **Job Description** |
| **Post title** | Apprentice (Business Services) |
| **JE Reference No** |  |
| **Grade** | Apprentice |
| **Service** | Procurement and Business Services |
| **Service Area** | Business Services |
| **Reporting to** | Business Services Team Leader/Supervisor |
| **Location** | Your normal place of work will be in line with the team you support 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** |

Working as an Apprentice (Business Services), you will develop skills, knowledge and experience working as part of a council wide business support service who provide a range of essential support services to teams across the council.

The Business Services team offers the opportunity for successful applicants to join a team that supports continuous improvement and who strive toward excellence in delivering public services.

While the duties of the role will vary depending upon the team you are based in, you will be trained and will undertake a wide range of administrative duties, all those associated with the running of a modern office; spreadsheet/database use and development, communicating using a range of media including letters, email, phone and MS Teams, using specialist computer systems, logging and dealing with queries, being positive and working as part of a team.

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| **Duties and responsibilities** |

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 below:

* To study and achieve the Business Administrator Level 3 during the duration of the apprenticeship, delivered to you by our training provider during the working week;
* Develop the skills to use multiple IT packages and systems relevant to the organisation in order to support the business;
* Learn how to produce accurate records and documents including emails, letters, reports and 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.

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 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
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| 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
* Use of MS Teams
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| 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 council’s role
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| Personal Qualities | * Behave in a professional way
* Respect and encourage diversity
* Punctuality
* Positive attitude
* Reliability
* Self motivation
* Flexible approach
* Open to new ideas and working methods
 | * Feel confident in dealing with queries
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