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**Job Description**

**Job Title:** Business Support Apprentice Level 3

**Grade:** Apprentice Scheme

**Main purpose of the job:**

* To provide a range of technical, clerical, financial or support services to internal or external customers
* To work effectively to produce accurate information within prescribed timescales
* To provide information and support to, customers and employees to support the efficient and effective running of the service

**Key Responsibilities and Tasks:**

* To work within a supportive learning environment, to develop the necessary skills and knowledge to become an effective Business Administrator
* To participate fully in the apprenticeship study arrangements and assessments in the timescales required
* To complete all mandatory training as required by the Sunderland Care and Support Training Strategy
* Offer an excellent customer service in any contact with external or internal customers
* To provide detailed information to customers and employees to inform decision making and support the efficient running of the service
* Take accurate notes and transcribe into records
* Produce reports using automated software or standard templates to meet data management and service monitoring requirements
* Maintain records in a timely and accurate manner
* Process financial transactions in a timely and accurate manner
* Ensure that data collection complies with all company regulatory and policy guidelines
* A commitment to continuous improvement
* To promote and champion a positive organisation-wide culture that reflects the Company’s values

**Other Duties:**

* The post holder must carry out their duties with full regard to the Company’s Equal Opportunities Policy and all other Company Policies
* The post holder must comply with the Company’s Health and safety rules and regulations and with Health and Safety legislation
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Company
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Company records and information
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Company records and information and respect the privacy of personal information held by the Company

**Sunderland Care and Support Mission Statement**

‘*To be a trusted provider in the delivering of high quality customer focused social and health care services’*

**Sunderland Care and Support Core Values**

**Primary Value**

The needs of the Customer come first

**Core Values**

* **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member
* **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration
* **A good place to work-** enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee
* **Excellenc**e- Deliver the best outcomes and highest quality service through the dedicated effort of every team member
* **Teamwork**- Value the contributions of all, blending the skills of individual staff members in partnership and collaboration
* **A good place to work**- Enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee

**Key Principles**

* **Care** - Our core business and the care we deliver helps the individual customer and improves the health of the whole community. Caring defines us and our work. Customers receiving care expect it to be right for them, consistently, throughout every stage of their lift
* **Compassion** - How care is given through relationships based on empathy, respect, and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care
* **Competence** - Means all employees must have the ability to understand a customer’s health and social needs and the expertise, clinical and technical knowledge to deliver effective care and support
* **Communication** - Central to successful caring relationships and to effective team working. Listening is as important is the key to a good workplace with benefits for those in our care and employees alike
* **Courage** - Enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working
* **Commitment** All employees of Sunderland Care and Support commit to improve the care and experience of our customers, to take action to make the company’s mission statement and value a reality for all