

Northumberland County Council

JOB DESCRIPTION

Post Title:	Technical & Admin Support, Alnwick	Directorate/Service: Various opportunities across Northumberland County Council services.	Office Use
Band:	National Apprenticeship Pay Framework		JE ref:3716 HRMS ref:
Responsible to:	Placement Supervisor		
Job Purpose: Northumberland County Council Business Administrators support teams throughout the organisation in every aspect of administration & organisational management. They provide a crucial service to our business, undertaking a wide range of activities to a high standard. You will be expected to develop and apply the technical knowledge, gained during training, to the job role. Key to your success, will be the ability to develop relationships across all levels within the organisation, good time management & organisational skills as well as enthusiasm & commitment.			
Resources			
	Staff	None	
	Finance	None	
	Physical	Use of IT Equipment and shared responsibility for other equipment provided.	
	Clients	May be required to work with internal and external customers.	
Duties and key result areas: Undertaken individually or as part of a team, these are examples of the nature and level of those expected to be undertaken by the post holder. You will complete apprenticeship training to enable you to develop into the below responsibilities: <div>1. To attend all apprenticeship training and successfully complete End Point Assessment.</div> <div>2. Send & receive emails, accept & make telephone calls, deal with internal & external customers, answer straightforward enquiries, request support when needed</div> <div>3. Provide general administrative tasks such as processing information, creation & collation of documents, photocopying</div> <div>4. Operate general office equipment and maintain stock levels</div> <div>5. Maintain information systems such as filing, records management and booking systems</div> <div>6. Deal with incoming and outgoing mail in accordance with established procedures.</div> <div>7. Enter data into spreadsheets, databases and other electronic information systems, update, extract and distribute information as directed ensuring accuracy and confidentiality.</div> <div>8. Operate bespoke software</div> <div>The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</div>			
Work Arrangements			
Physical requirements:	Activities normally undertaken in a seated position with some walking, bending or stretching and an occasional need to lift or carry.		
Transport requirements:	n/a		
Working patterns:	37 hours per week, day work. Flexible working hours may apply provided staff work collaboratively to provide cover for services.		
Working conditions:	Minimal exposure to disagreeable, unpleasant or hazardous conditions.		

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PERSON SPECIFICATION

POST: Business Administration Apprentice	SERVICE: Various across NCC	Ref: 3716
Essential	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> Grade 4 (c) GCSE Maths & English (or equivalent; Level 2 Functional Skills) A good general education demonstrating numeracy and literacy. An initial assessment may be carried out <p>(For those with an education, health and care plan or a legacy statement, the apprenticeships English and maths minimum requirements are Entry Level 3, and the British Sign Language qualification is an alternative to English qualifications for apprentices for whom this is their primary language)</p>	<ul style="list-style-type: none"> 3 or more GCSE's (or equivalent) grade 4/C or above including Maths and English Applicants without Level 2 English and maths will need to achieve this level prior to taking their end point assessment 	Application Interview
Experience		
<ul style="list-style-type: none"> Previous experience is not an essential requirement 	<ul style="list-style-type: none"> Experience of working in a customer service environment 	Application Interview
Skills and competencies		
<ul style="list-style-type: none"> Good organisational skills to meet the demands of the role whilst engaging in apprenticeship training. Excellent verbal and written communication skills Experienced in the use of Microsoft Office Word and Excel Adaptable and able to deal with changing priorities Supportive and effective team player Clear and logical thinking required to deal positively with problems occurring within normal work routine with guidance 	<ul style="list-style-type: none"> Ability to deal with routine and non-routine enquiries as a first point of contact Take responsibility for initiating and completing tasks and managing priorities Able to produce accurate records & documents Ability to plan and organise daily work routines with guidance 	Application Interview
Physical, mental and emotional demands		
<ul style="list-style-type: none"> Normally works in a seated position with some standing, walking, stretching or lifting Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands 		Application Interview
Motivation		
<ul style="list-style-type: none"> Reliable, good time-keeping and ability to work flexible hours if required Demonstrates enthusiasm for obtaining an administration related qualification Demonstrates integrity and upholds values and principles of organisation Appropriately follows instructions to achieve set objectives Works collaboratively to achieve team spirit Adapts to change by adopting a flexible and cooperative attitude 		Application Interview
Other		
<ul style="list-style-type: none"> Committed to Equality and Diversity and Safeguarding Committed to Health and Safety and client confidentiality Committed to providing a quality administrative support 		Application Interview

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| <ul style="list-style-type: none">• Committed to the Values & Vision of Northumberland County Council | | |
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