

Northumberland County Council
JOB DESCRIPTION

Post Title: L&OD Workforce Apprentice (Business Admin Level 3)	Director/Service/Sector Human Resources & Organisational Development - Learning & Organisational Development		Office Use
Grade: National Apprenticeship wage	Workplace: Morpeth, County Hall		JE ref: 3716
Responsible to: L&OD Workforce Officer	Date: June 2022	Job Family: HR/ Training	
Job Purpose: Carry out a range of clerical and administrative tasks and assist with general day-to-day office duties, whilst supporting the wider team. To assist with systems, processes and involvement in a range of areas to support workforce development across the organisation.			
Finance	May be required to support with requesting orders Research and recommend promotional items / workforce activities / request ordering of products		
Physical	May be long periods in seated position. Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information. Lifting and carrying equipment to support workforce activities		
Clients	To work alongside the Workforce Officer and work with a wide variety of stakeholders to showcase Northumberland as an employer of choice and links with service areas to promote areas of work across Northumberland County Council.		
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. Assist in answering incoming phone calls ad enquiries, assisting in the management of the Apprenticeship inbox / work experience requests</div> <div>3. Provide general office/business functions required to support the team.</div> <div>4. Prepare and present a range of documents such as correspondence and emails to an agreed standard.</div> <div>5. Support the L&OD Talent and leadership team in the day to day running of the department.</div> <div>6. Assist in employability programmes and initiatives such as, but not limited to; Work Experience, apprenticeships, T-Levels, Kickstart, whilst communicating with Schools, Colleges, learning & Skills service maximise opportunities.</div> <div>7. Maintain information systems such as filing, client or asset records, booking systems and reference materials ensuring accuracy, confidentiality, ease of use and access</div> <div>8. To be able to be creative in making NCC stand out as an employer of choice</div> <div>9. Support campaigns around workforce activities</div> <div>10. Provide excellent customer service</div> <div>11. Develop and maintain positive relationships across NCC</div> <div>12. To support the corporate values of the Council within day to day work activities</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.

Work Arrangements

Transport requirements:	May need to travel to other NCC office's occasionally
Working patterns:	37 hrs per week. Some very occasional evening or weekend working is required.
Working conditions:	Some travel across Northumberland may be required.

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PERSON SPECIFICATION

Post Title: L&OD Workforce Apprentice (Business Admin Level 3)		Director/Service/Sector: Human Resources & Organisational Development - Learning & Organisational Development	Ref: 3716
Essential		Desirable	Assess by
Knowledge and Qualifications			
<ul style="list-style-type: none"> Grade 4 (c) GCSE Maths & English (or equivalent; Level 2 Functional Skills) <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"> Applicants without Level 2 English and maths will need to achieve this level prior to taking their end point assessment 3 or more GCSE's (or equivalent) including Maths and English ICT qualification 	a,i
Experience			
<ul style="list-style-type: none"> Experience of working effectively with others 		<ul style="list-style-type: none"> Experience in office environment 	a,i
Skills and competencies			
<ul style="list-style-type: none"> Good verbal and written communication skills. Good numeracy and literacy skills. Basic knowledge of word processing, spreadsheets and databases. Ability to communicate well, writing clear and appropriate emails. Ability to plan and organise daily work routines with guidance Supportive and effective team player. Reliable 		<ul style="list-style-type: none"> Able to type and set out an e-mail or Word document quickly and accurately. An awareness of the importance of confidentiality 	a,i
Physical, mental, emotional and environmental 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. 		<ul style="list-style-type: none"> Commitment to the culture of continuous improvement and partnership working 	a,i

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

