

**Job Description**

**Job Title:** Business Support Apprentice

**Salary Grade:** Apprentership Grade

**SCP:**

**Job Family:** Business Support

**Job Profile:**

**Work Environment:** Office Based/Agile

**Reports to:** Business Manager

Your normal place of work will be at Sandhill Office, but you may be required to work at any Company recognised workplace.

**A: Purpose:**

Based within Childrens Social Care Business Support team, you will be providing customer service and administrative support to a variety of teams. You will carry out a range of administrative, word processing and financial functions.

**B: Key Responsibilities:**

Working under the direction and guidance of the Business Manager or Business Support Officer, the successful candidate will:

* Produce accurate records and documents including, emails, letters, and reports,
* Accurately create and maintain records within Liquid Logic,
* Handle confidential information in compliance with the company’s policies
* Deal with incoming and outgoing post,
* Administer billing and process invoices and purchase orders,
* Effectively maintain stationery and PPE stock,
* Deal with customer enquires over the telephone and face to face,
* Prioritising and dealing with or redirecting communications in a timely manner.
* Act as responsive and helpful point of resolution for enquiries and queries to the team
* Provide detailed, relevant, and accurate information and support to customers and employees to inform decision making and support the efficient running of the service,
* Understand and follow processes and procedures,
* Maintain own personal development to meet the changing demands of the job including undertaking appropriate training activities,
* Ensure personal compliance with all regulatory and policy guidelines.
* Actively participating in one to ones, appraisals, objective setting, and personal development plans,
* Take care for your own and other people’s health and safety,
* Escalate any identified issues to the Business Manager or Business Support Officer.

**Desired skills/Qualifications**

* Skilled in the use of MS Office to write letters, create emails and to record data.
* Ability to input data accurately,
* Well organised,
* Ability to work independently as well as in a team,
* Good communication skills in person and on the telephone,
* Friendly, adaptable, and helpful,
* Enthusiastic for the role and drive to succeed,
* Good written and verbal skills,
* Understand the need to deal with customers sensitively,
* Understand the need for confidentiality and secure data handling,
* 3 GCSE grades 9-4 including English and Maths, or equivalent are desirable.

**C. Additional Information/Other Requirements**

* Other duties and responsibilities allocated which are appropriate to the grade of this post,
* The post holder will be required on occasion to travel within the City as required to undertake the role,
* The post holder will always act in accordance with TFC company values.

**D. Statutory Requirements**

In line with the Together for Children’s Statutory Requirements, all employees should:

* Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.
* Comply with the principles and requirements of the Freedom in Information Act 2000.
* Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information.
* Use information only for authorised purposes.
* The postholder must carry out his or her duties with full regard to Together for Children Equal Opportunities Policy, Code of Conduct and all other policies.
* The postholder must comply with Together for Children Health & Safety rules and regulations and with Health & Safety legislation.

Author: Rhian May

Date 18.11.2021



**Person Specification**

**Position Title: Business Support Apprentice**

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| **Essential Requirements** | **Method of assessment** |
| **Education attainment/Qualifications**   * Working towards a Minimum of 3 GCSE passes to include both Maths and English Grade 9-4. | Application Form/Pre employment checks |
| **Experience of**   * Use and knowledge of Microsoft Office packages. | Application Form/Interview |
| **Skills, Knowledge, and ability to:**   * Share information, obtain information, and have dialogue, with others either in person, over the telephone or in writing * Understand written information, * Understand and follow processes and procedures, * Ability to input data accurately, * Bewell organised, * Work effectively within a busy team environment, be helpful and co-operative with others, * Friendly, adaptable, and helpful, * Understand the need to deal with customers sensitively, * Understand the need for confidentiality and secure data handling. | Application Form/Interview |
| **Job related circumstances**   * Ability to work at a variety of office locations and to meet the travel requirements of the post, * Undertake necessary Training, * Commitment to Equal opportunities. | Application Form |