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**Job Description & Person Specification**

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| **Post Title** | Business Administration Apprentice – Specialist Service Teams (Adult Learning Disabilities Team, Adult Mental Health Team and Older Peoples’ Mental Health Team) | | | | |
| **JE Reference** | APP | **Grade** | Apprenticeship | **SCP Range** | N/A |

**Reporting line:**

Team Manager

Specialist Service Teams

Governance Support Officer

Business Administration Apprentice

# **Job Purpose:**

To develop skills, knowledge and experience in all areas of business administration within the Specialist Service Teams (Adult Learning Disabilities Team, Adult Mental Health Team and Older Peoples’ Mental Health Team) whilst working towards an NVQ Level 3 in Business Administration

# **Relationships:**

**Accountable to:** Team Manager

**Accountable for:** N/A

**General Contacts:** The post holder will be required to interact with all staff within the Children & Adult Directorate, other Directorates within the Council, external training providers such as Colleges and Universities

# **Key duties and responsibilities:**

1. To work effectively in the Specialist Service Teams (Adult Learning Disabilities Team, Adult Mental Health Team and Older Peoples’ Mental Health Team), liaising appropriately with staff and other customers, meeting deadlines, following supervisor’s instructions.
2. To assist with carrying out administration duties including but not limited to; photocopying, typing, answering the telephone, filing, sending emails/letters as appropriate.
3. To use office equipment effectively such as photocopiers, telephone systems and computer equipment etc.
4. To use all the Microsoft Office applications (Word, Excel, Access, PowerPoint, Internet and Email) effectively to produce documents as required.
5. To update and record information accurately into electronic/manual case file records.
6. To demonstrate a commitment to developing personal skills in accordance with the apprenticeship framework.
7. To meet deadlines associated to progression throughout the full apprenticeship period.
8. To complete assignments/projects which relate to the apprenticeship framework meeting target dates.
9. To use postal systems effectively.

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated:**  November 2020 **Author:** Janice Collins

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| **POST TITLE** | **GRADE** |
| Business Administration Apprentice – Specialist Service Teams (Adult Learning Disabilities Team, Adult Mental Health Team and Older Peoples’ Mental Health Team) | Apprenticeship |

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| **NOTE TO APPLICANTS**  Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | NECESSARY REQUIREMENTS | | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Must be able to demonstrate an interest in working within a public sector environment or administration | * Experience of working in an office environment | A,I |
| **SKILLS AND ABILITIES** | * Basic literacy and numeracy skills * Ability to use Microsoft Office to produce a variety of documents * Ability to communicate clearly face to face and on the telephone to a variety of people. * Ability to input text and figures into a computer accurately * Ability to use Excel Spreadsheets | * General knowledge of office procedures. | A,I |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * Grade 4 (equivalent to Grade C or above) at GCSE English and Maths or functional skills level 2 qualification in English and Maths. * You will need to be committed/willing to work towards the level 3 qualification * Commitment to attend appropriate training to attain an appropriate NVQ qualification or equivalent * Commitment to attend any training deemed necessary to carry out a role in business administration |  | A,I |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours * Commitment to own continuous personal and professional development * Strong team player, committed to an ethos of continuous improvement | * Evidence of own continuous personal and professional development | A, I |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users | * Evidence of having completed training in equality and diversity awareness | A,I |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service | * Evidence of surpassing customer expectations or service targets / goals | A,I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE