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| **Job Description** | |
| **Post title** | Apprentice (Member Services) |
| **JE Reference No** |  |
| **Grade** | Apprentice |
| **Service** | Resources |
| **Service Area** | Member Services |
| **Reporting to** | Member Services Team Leader |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will work as part of a team to provide comprehensive support for Members of the Council and contribute to the efficient provision of the services provided by the Member Services Team.

The post holder will act as a point of contact for those wishing to communicate with Members of the council including Officers and the public and deal with Members enquiries and casework including background research, contact with nominated officers and initiating correspondence.

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| **Duties and responsibilities** |

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties below:

* To study and achieve the Business Administrator Level 3 during the duration of the apprenticeship;
* To contribute positively to the efficient and effective provision of services provided by the Member Services Team;
* To learn how to arrange and where appropriate service meetings on behalf of Members;
* Develop skills to be able, through diary and email management, to assist Members in the organisation of their work to ensure their business is managed efficiently and effectively;
* Learn how to act as a contact for those wishing to communicate with Members of the Council including officers and the public;
* To help make arrangements for Members’ attendance at conferences, seminars and other official engagements;
* Be able to deal with Members’ enquiries and casework, including background research, contact with nominated officers and initiating correspondence. Monitoring casework response and chasing outstanding issues on behalf of Members;
* Assist Members to manage their web pages and to ensure that information published on Members Web Pages is current and that enquiries received through the pages are dealt with in a timely manner;
* Learn how to organise and service Members surgeries including taking forward generated actions;
* To develop and maintain appropriate office systems as may be required by the Member Support Function;
* To seek advice for members on the criteria, suitability, and content of submission of fund applications;
* Dealing with Member requests for support/tools for their role including IT/phones/ accommodation;
* Other duties appropriate to the grade and general responsibilities of the post as assigned from time to time;
* Develop the skills to use multiple IT packages and systems relevant to the organisation in order to write letters or emails;
* Learn how to produce accurate records and documents including emails, letters, reports and proposals and make recommendations for improvements and present solutions to management;
* Understand the importance of decision making and learn how to make effective decisions based on sound reasoning and deal with challenges in a mature way;
* Develop interpersonal skills to be able to build and maintain positive relationships within your own team and across the organisation;
* Learn how to influence and challenge appropriately and become a role model to peers and team members, developing coaching skills as you gain area knowledge;
* Develop good communications skills, whether face-to-face, on the telephone, in writing or on a digital platform and use the most appropriate channels to communicate effectively;
* Demonstrate the necessary level of expertise required to complete tasks and apply yourself to continuously improve your work;
* Learn how to take responsibility for initiating and completing tasks, managing priorities and time in order to successfully meet deadlines;
* Develop skills to use relevant project management principles and tools to scope, plan, monitor and report;
* Ensure appropriate attention is given to your own health and safety, and the safety of your colleagues and visitors, following established procedures;
* Work within current Data Protection requirements, Information Sharing protocols and guidelines;
* To attend training as determined appropriate by the council in relation to working practices and the Apprenticeship programme.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Either have or expect to achieve 4 GCSE’s at Grades A\*-C/9-4 or hold an equivalent and relevant qualification * Ability to achieve Level 3 Business Administrator during the duration of the apprenticeship   *.* | * IT qualification * Administrative qualification |
| Experience | * Use of Microsoft Office applications | * Work in an office environment * Communicating with a range of people * Use of MS Excel * Use of Outlook Email |
| Skills & Knowledge | * Ability to follow instructions * Ability to work in a team * Ability to work on own initiative * Good communication skills * Good IT skills   *.* | * Knowledge of computer systems * Health & Safety awareness * Data protection awareness * Awareness of the council’s role |
| Personal Qualities | * Behave in a professional way * Respect and encourage diversity * Punctuality * Positive attitude * Reliability * Self motivation | * Feel confident in dealing with queries |