

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance, Development and Regeneration		Service Area: Learning and Skills Service	
JOB TITLE: Apprentice Business Administrator (Learning and Skills)			
GRADE: National Minimum Wage for Age			
REPORTING TO: Administration Team Leader			
APPRENTICESHIP QUALIFICATION: Business Administrator – Level 3			
Duration: Fixed term up to 18 Months			
1.	JOB SUMMARY: To provide a range of administration support as part of team, as allocated under the direction of a supervisor. With a focus on adding value, the role of Apprentice Business Administrator contributes to the efficiency of the Council. To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To assist in providing an efficient, professional and customer focussed administration support service, using relevant and appropriate IT packages within the organisation, including a front line customer focused service to learners, visitors and partners by supporting reception duties.	
	2.	Undertaking a range of administration duties including but not limited to: <ul style="list-style-type: none">• Records Management• Mail Service for outgoing and incoming mail• Answering queries by telephone / email• Reception duties / Customer care• Taking minutes of meetings• Analysis of information• Ordering supplies and services• Examination and registration processes including distributing certificates	
	3.	To produce and maintain accurate records and documents including emails, letters, files, payments, reports and proposals	
	4.	To assist with financial processes	
	5.	To input enrolment data as required and utilise data to aid customer service and support service delivery	
	6.	To assist in the planning and organising of tasks from initiation to completion which identifies resource, facility and equipment requirements to complete the task	

	7.	To handle information confidentially, ensuring it is stored securely, maintained and retained appropriate in line with relevant legislation and council policy. –
	8.	To maintain relationships through positive engagement and influence with different parts of the organisation, including interaction with internal and external customers.
	9.	To be proactive in finding appropriate solutions to meet the business requirement, provide suggestions for improvements, review tasks, problem solve and present solutions and findings; to ensure tasks are completed to a high standard
	10.	To demonstrate a commitment to your own personal development to learn and evidence the necessary skills, knowledge and behaviour required to meet the Apprenticeship Standard.

3. GENERAL

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture, supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Juliette McLaren		28/04/2023
Job Description agreed by: (Post holder)			

Job Description dated May 2023



PERSON SPECIFICATION


Job Title/Grade	Apprentice Business Administrator (Learning & Skills)	National Minimum Wage for Age
Directorate / Service Area	Finance, Development & Regeneration	Learning & Skills Service

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>English Language & Maths Level 2 qualifications - GCSE at Grade C / 4 or above or equivalent Level 2 Functional Skills (Predicted Grade or Obtained)</p> <p>PLEASE NOTE: You must not hold a Business Administration Level 2 qualification</p>	<p>Level 2 IT qualification or equivalent</p> <p>Level 2 Information, Advice & Guidance qualification</p>	Application form
Experience	Working as part of a team as well as demonstrating use of own initiative	<p>Some basic experience of working in a busy office and/or reception service.</p> <p>Experience of handling personal confidential and/ or sensitive information</p>	Application / Interview

Knowledge & Skills	<p>IT Skills including ability to use Microsoft Office e.g. Word and Excel</p> <p>Communication skills - listening, spoken and written</p> <p>Numerate and have the ability to copy/transfer information accurately</p> <p>Have the ability to understand and apply regulations and written instructions</p> <p>Be articulate and able to converse confidently in a pleasant and professional manner.</p> <p>Organised – ability to work on own and work effectively under pressure</p>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Committed to own personal development</p> <p>Flexible approach to work</p> <p>The ability to solve problems logically</p> <p>High personal standards and self- discipline</p> <p>Motivated and positive attitude</p>		Application / Interview
Other requirements			

Person Specification dated

May 2023

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
Directorate: Finance, Development and Regeneration	Service Area: Learning and Skills Service
JOB TITLE: Apprentice Business Administrator	
GRADE: National Minimum Wage for Age	
JOB LOCATION / BUILDING: TBC	
REPORTING TO: TBC	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		N
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		N
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		N

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		N
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		N

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		N
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		N
Working at Heights - Safety Critical: Employee will be required to work at a height .		N
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		N

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		N
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		N
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		N
Lone Working (including Home Working): Employee will be required to work alone.	Y	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	Y	
Any Other: Please identify any other known risks associated with this job role.		N

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:

J McLaren

Date: May 2023