# Durham County Council logo**Job Description**

| **Post title** | Apprentice (Business Administrator) |
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| **Job Evaluation** |  |
| **Grade** | Apprentice |
| **Service** | Resources |
| **Service area** | Transactional Services |
| **Reporting to** | Line Manager |
| **Location** | Your normal place of work will be at Green Lane, Spennymoor, but you may be required to work at any council workplace within the county. |
| **Disclosure and Barring Service (DBS)** | This post **is** subject to a Basic 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. |

## **Description of role**

As an Apprentice (Business Administrator) you will develop skills, knowledge and experience while working within a team that provides a range of support services to teams across the Council.

You will be provided with the opportunity to join a team that supports continuous improvement and who strive toward excellence in delivering public services.

While the duties of the role will vary depending upon the team you are based in, you will be trained and will undertake a wide range of administrative duties, all those associated with the running of a modern office; spreadsheet/database use and development, communicating using a range of media including letters, email, phone and Microsoft Teams, using specialist computer systems, logging and dealing with queries, supporting change and improvement, being positive and working effectively and efficiently as part of a team.

## **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](https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator-v1-0) over the duration of the apprenticeship.
* Develop the skills to use multiple IT packages and systems relevant to the organisation in order to write professional letters or emails on behalf of the organisation.
* Learn how to produce accurate records and documents including emails, letters, reports and proposals, and make recommendations for improvements and suggest solutions to management.
* Understand the importance of decision making and learn how to make effective decisions based on sound reasoning and deal with challenges effectively.
* 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 knowledge of the service.
* 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.

## **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.

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.

## **Person Specification**

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| **Attributes** | **Essential** | **Desirable** |
| **Qualifications** |  | * IT qualification * Business/ Administration NVQ L2 qualification * 4 GCSEs at grades 9-4/A\*-C or hold an equivalent relevant qualification |
| **Experience** | * Use of IT applications such as Microsoft Office e.g. Excel, Word, Outlook, Teams or similar | * Work in an office environment * Communicating with a range of people |
| **Skills and Knowledge** | * Ability to work in a team * Ability to work on own initiative * Good communication skills * Ability to problem solve | * Knowledge of computer systems * Data protection awareness * Awareness of the Council’s wider role * General Health & Safety awareness |
| **Personal Qualities** | * Behave in a professional manner * Respect and encourage difference * Reliable and punctual * Commitment and positive attitude to the role * Self-motivated * Flexible approach and open to new ideas and ways of working |  |