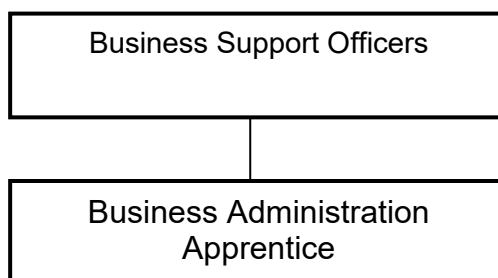




Job Description & Person Specification

Post Title	Business Administration Apprentice – Neighbourhoods				
JE Reference	APP	Grade	Apprenticeship	SCP Range	N/A

Reporting line:



Job Purpose:

To develop skills, knowledge, and experience in all areas of business administration within the Neighbourhoods Service, working across all the teams to provide administrative support whilst working towards a level 3 qualification in Business Administration.

Relationships:

Accountable to: Business Support Officers

Accountable for: N/A

General Contacts: The post holder will be required to interact with all staff within the Adult and Communities, other Directorates within the Council, residents, businesses, partners, external training providers such as Colleges and Universities

Key duties and responsibilities:

1. To work effectively across the Neighbourhoods Service, 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, data input, sending emails/letters as appropriate.
3. Inputting, updating and retrieval of information stored within appropriate databases, excel and any other system(s) used by the service.

4. To use all the Microsoft Office applications (Word, Excel, Access, PowerPoint, Internet, and Email), effectively to produce documents as required.
 5. To maintain and update appropriate documentation, records, and information (electronically and manually) as required, and be trained on the Councils systems to provide finance support.
 6. To use office equipment effectively such as photocopiers, telephone systems and computer equipment etc.
 7. To support front line services directly, to provide admin support as well as assist with digital transformation.
 8. To be able to work across and support several different teams within the service.
 9. To demonstrate a commitment to developing personal skills in accordance with the apprenticeship framework.
 10. To meet deadlines associated with progression throughout the full apprenticeship period.
 11. To complete assignments/projects which relate to the apprenticeship standard meeting target dates.
 12. To use postal systems effectively.
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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.
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Last Updated: March 2026

Author: Jamie Windross

POST TITLE	GRADE
Business Administration Apprentice – Neighbourhoods	Apprenticeship

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.

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	Aged 16–18: - If you do not already hold GCSE Grade C / Level 4 (or Functional Skills Level 2) in English and maths, you must complete these as a mandatory part of the apprenticeship. Aged 19+: - If you do not already hold these qualifications, completing English and/or maths may be optional depending on the apprenticeship, but you may be		A,I

	required or supported to work towards them if the role needs it. - You will need to be committed/willing to work towards the level 3 qualification - Commitment to attend any training deemed necessary to carry out a role in business administration		
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