

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Adults, Health and Wellbeing		Service Area: Housing and A Fairer Stockton-on-Tees
JOB TITLE: Apprentice Business Administrator (Selective Licensing)		
GRADE: The National Minimum Wage for age		
REPORTING TO: Selective Licensing Team Leader		
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. The postholder will be required to assist in the delivery of the Selective Licensing scheme by providing a full range of duties from; processing and issuing licences applications, receiving and responding to stakeholder enquiries and supporting the Selective Licensing officers in an administrative role with investigations.	
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 and in association with the role i.e. GOSS/Flare
	2.	To produce and maintain accurate records and documents including emails, letters, files, payments, reports and proposals to necessary timescales to support the selective licensing application and assessment process.
	3.	To assist in the administration and management of the Tenant Referencing Scheme.
	4.	Undertaking a range of administration duties including but not limited to: - Records management including updating of IT and document management systems. - Mail Service for outgoing and incoming mail - Drafting / typing letters, documents and email communications - Answering queries by telephone / email - Taking minutes of meetings - Analysis of information - Process fee payments. - Ordering supplies and services - Verification of documents / information
	5.	Assist in the accurate recording and actioning of complaints, enquiries and requests for service from the public, partner agencies and council officers.
	6.	To handle information confidentially, ensuring it is stored securely, maintained and retained appropriate in line with relevant legislation and council policy.
	7.	Provide tailored advice and information to homeowners, landlords, managing agents and tenants on the selective licensing schemes.

	8.	To maintain relationships through positive engagement and influence with different parts of the organisation, other service areas, stakeholders including interaction with internal and external customers.
	9.	To assist in the planning and organising of tasks from initiation to completion which identifies resource, facility and equipment requirements to complete the task.
	10.	To be able to provide good judgement with regards administrative decision Making and work independently as training progresses.
	11.	To provide and be flexible in covering administration services as part of the day to-day running of a busy office and be a point of contact for administration support.
	12.	Contribute to, document and report on monitoring / evaluation requirements associated with the Selective Licensing project.
	13.	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.
	14.	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.
	15.	To provide administrative support to officers within the selective licencing team with investigations.

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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life..

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.

Job Description dated 15th July 2026

PERSON SPECIFICATION

Job Title/Grade	Apprentice Business Administrator (Selective Licensing)	NMW
Directorate / Service Area	Adults, Health and Wellbeing	Housing and A Fairer Stockton-on-Tees
Post Ref:	POS015722	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Level 2 English Language & Maths qualifications - GCSE at Grade C / 4 or above or equivalent Level 2 Functional Skills PLEASE NOTE: You must not hold a Level 3 Business Administration qualification		Application form
Experience	Working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative	Experience of providing advice and guidance to customers Some basic experience of working in a busy office or dealing with competing priorities Experience of handling personal confidential and/ or sensitive information	Application / Interview
Knowledge & Skills	IT Skills including ability to use Microsoft Office e.g. Word and Excel. Communication skills - listening, spoken and written. Numerate and have the ability to copy/transfer information accurately. Have the ability to understand and apply regulations and written instructions.	An understanding of selective licensing schemes aims and the areas in which it will be operating	

	Be articulate and able to converse confidently in a pleasant and professional manner. Have the ability to organise own workload and work effectively under pressure		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement. Committed to own personal development Flexible approach to work. The ability to solve problems logically. High personal standards and self-discipline. Motivated and positive attitude	Ability to engage positively and work with customers. Emotional Resilience	Application / Interview
Other requirements			

Person Specification dated 15th July 2026

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
Directorate: Adults, Health and Wellbeing	Service Area: Housing and A Fairer Stockton-on-Tees
JOB TITLE: Apprentice Business Administrator (Selective Licensing)	
GRADE: National Minimum Wage for Age	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Selective licensing Team Leader	

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: ○ 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: ○ 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:

Date:

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.