

Job Description

For Apprenticeship Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Apprentice Business Support Officer	JEID	X0002
Salary Grade:	Apprenticeship Pay Scale		
Team:	Warwickshire Music		
Service Area:	Education Services		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Operations Manager Commercial		
Responsible for:	N/A		

Role Purpose

To provide business and administrative support at Warwickshire Music, enabling the provision and delivery of music education to schools and young people in Warwickshire.

The skills, knowledge and behaviours developed in this post will enable the post-holder to complete the Level 3 Business Administrator apprenticeship aligned to this role.

Role Responsibilities

Throughout this apprenticeship, the post-holder will participate in, learn, and eventually master the following duties:

- To support and develop Warwickshire Music business through instrumental lessons, music centre activities, concerts, and events
- To project manage administrative tasks for assigned music centre and schools
- To implement and support a wide range of music education programmes
- To support with IT queries and updates
- To establish a positive and ongoing relationship with customers and provide clear and immediate support for queries, complaints and orders
- Provide general administrative and business support within Warwickshire Music

- Organise and support events, conferences, meetings and concerts that will include administration, financial and design support
- To support all aspects of Warwickshire Music communication including social media
- Provide administrative support for HR functions such as recruitment and the day-to-day implementation of office policies

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

The ability to communicate with other people confidently and coherently, in person and/or in writing	A, I
Familiarity with standard IT software such as Microsoft Office and email	A, I
The ability to organise own workload and meet deadlines	A, I
A willingness to learn new knowledge and skills	A, I
A positive attitude towards working in a team and/or with customers	A, I
The ability to organise own travel requirements to attend work settings as and when required	A, I
The ability to work under pressure including meeting deadlines and dealing with interruptions	A, I
An interest in music and the delivery of music education	A, I

Desirable Criteria

Assessed By:

A keen interest in the career pathway enabled by this apprenticeship	A, I
Any previous work experience in a customer service and/or office environment	A, I
Evidence of self-development, for example participation in extra-curricular activities such as Duke of Edinburgh Award, National Citizenship Service, or charity work	A, I
Knowledge of and interest in working for Warwickshire County Council and/or public services	A, I
At least five GCSE passes including English and Mathematics at grade A – C / 9 – 4 or equivalent	A, D

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g., long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse

<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	