

# 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:	Business Support Apprentice	JEID	X0002
Salary Grade:	Apprenticeship Pay Scale		
Team:	TBC		
Service Area:	Business and Customer Service		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Business Support Team Lead		
Responsible for:	N/A		

#### Role Purpose

This role is part of Warwickshire County Council's Business Support Service, delivering high quality, professional business support to services across the organisation.

Business Support contributes to the effective running of the Council and the achievement of the Council vision to make Warwickshire the best it can be, sustainable now and for future generations.

Working in a team to provide effective, flexible, and responsive business support to one of the Council's services, with the ability to support other teams as necessary.

Working proactively, looking for new ways of working, contributing to the outcomes of the service you are supporting as well as the outcomes of the Business Support Service.

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

## Role Responsibilities

As part of this apprenticeship, the following role responsibilities/competencies will be learned, and eventually mastered, by the post-holder.

- To operate routine administrative systems and procedures within the team that specifically supports the operation of the service area
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required
- To receive, sort and distribute incoming/outgoing mail
- To provide a frontline customer response service and resolve basic queries
- To send out routine communications, issue reminders and chase responses
- To undertake a range of routine tasks specific to the service area, prioritising them as directed and working within approved procedures
- To undertake routine financial processes including checking stock level and raising orders / requisitions in accordance with approved procedures
- To check and look after office equipment bringing any issues to the attention of the supervisor
- To collate, record store and retrieve data and information as required

## 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 converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.	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

## 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	x <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 type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
x <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 type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	