

# 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 14,460 per annum		
Team:	Business Support, People Hub		
Service Area:	Business and Customer Services		
Primary Location:	The Hilary Road Centre, Nuneaton, CV10 9AD		
Political Restriction	This position politically is not restricted.		
Responsible to:	Team Lead		
Responsible for:	N/A		

#### Role Purpose

To provide and deliver a range of business administration tasks in support of Children's and Family Services, focusing on giving great customer service and supporting the delivery of key council services and objectives. Day to day tasks could include creating letters, digital filing, data entry, finance support tasks, resolving customer queries or taking minutes of meetings. 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 role.

#### Role Responsibilities

The responsibilities outlined below will be learned, practiced, and eventually mastered by the apprentice:

- To provide a range of administrative duties to support a specified service area, enabling effective delivery of service
- To be able to provide reception cover to frontline buildings
- To provide clerical and typing facilities to professional staff. This includes, typing and the distribution of minutes and reports from a variety of meetings
- To assist in the organisation of meetings and events, including diary management, administering bookings and other administrative duties as required
- To enter and maintain accurate data on computerised record systems, providing administrative support to the operational teams, using a variety of mainstream and specialist software i.e. Word, Excel and Social Care database and systems



- To be able to work in a Front Line Customer Service Position, working with both professionals and service users, dealing with sensitive issues in a confidential and professional manner
- To be able to work in a flexible manner, meeting competing demands
- Taking clear messages via telephone and or email and passing them on effectively and efficiently
- To be able to use various pieces of office equipment in the process of completing office tasks such as scanner, photocopier, , PC and franking machine
- Undertaking routine tasks specific to the service area such as dealing with basic correspondence, minute taking, typing up minutes, uploading information and court documents, working within approved procedures
- To operate routine administrative systems and procedures within the team that specifically supports the operation of the service area

## 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:

A minimum of five GCSE passes at grade 9 – 4 / A* - C, ideally including English Language and Maths	A, D
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, meet deadlines, and use initiative	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
Flexibility in approach to work and being a team player	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
Any experience of working with members of the public/professional staff	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	<input checked="" 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 checked="" type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input checked="" 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):	