

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 Administrator	JEID	X0002
Salary Grade:	Apprenticeship Pay Scale		
Team:	Reablement Team		
Service Area:	Social Care and Support		
Primary Location:	Kings House, Bedworth		
Political Restriction	This position is not politically restricted.		
Responsible to:	Administration Team Leader Reablement		
Responsible for:	N/A		

Role Purpose

To provide comprehensive administrative support to a specified Operational Team within Social Care and Support with the ability to work in other service areas as necessary.

To work proactively as a member of the business support team to achieve the People Group and Social Care and Support business plan outcomes.

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

The role responsibilities outlined below will be practiced, learned, and eventually mastered by the apprentice, under guidance and supervision from the line manager and their colleagues.

1. Provide a comprehensive and efficient administrative support service to operational teams, using a variety of mainstream and specialist software i.e. word, excel, financial and social care databases and systems.

2. To update the customer database from allocation through to closure by completing the administrative, financial, and contracting elements of the process.
3. Provide professional and timely customer services through a variety of communication channels, responding to all enquiries effectively from both internal and external sources.
4. To process invoices for payment, adhering to tight deadlines; investigating, querying, and resolving invoice discrepancies appropriately; raising purchase orders as required; and ordering/monitoring stock items including stationery and first aid equipment.
5. To be responsible for the taking of minutes as and when required.
6. To undertake all necessary learning and development to fulfil the role and responsibilities.
7. To work flexibly to meet the needs of the business, supporting the workforce in line with modern and flexible working arrangements.
8. To work within the framework of Warwickshire County Council's policies and procedures and to uphold the principles of the Equality Act.
9. To ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety policy and procedures.
10. To undertake as necessary any other duties that may be required by Warwickshire County Council.

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

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, the Cadets, National Citizenship Service, or charity work	A, I
Knowledge of and interest in working for Warwickshire County Council and/or public services	A, I
Level 2 qualifications (GCSE or equivalent) including English Language and Maths at grade 4 / C or above	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 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 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):	