

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 Workforce Assistant - Onboarding	JEID	X0002
Salary Grade:	Apprenticeship Pay Scale		
Team:	Resourcing - Onboarding		
Service Area:	Workforce Services		
Primary Location:	Shire Hall		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager Onboarding		
Responsible for:	N/A		

Role Purpose

As an apprentice in this role, you'll be part of the Onboarding Team, which helps new employees settle into their jobs at Warwickshire County Council (WCC). You'll support a variety of tasks that make sure new starters have a smooth and positive experience when they join the organisation.

You'll also work closely with the wider Resourcing team to help design and deliver services that focus on people—making sure they feel supported and valued. This work is part of our "Our People Strategy," which aims to make WCC a great place to work.

Throughout your apprenticeship, you'll gain valuable skills, knowledge, and behaviours that will help you complete the **Level 3 HR Support apprenticeship**. You'll learn on the job, grow your confidence, and build a strong foundation for a career in HR.

Role Responsibilities

As an apprentice, you'll have the chance to learn by doing—gaining real experience and building your confidence as you grow into the role. Step by step, you'll develop the skills and know-how to take on the following responsibilities and become a valued part of the team.

Generic

- Day to day planning of operational tasks to ensure delivery in line with relevant Service Level Agreements and guidelines
- Work collaboratively with the team to meet the outcomes of the service delivery plan
- Develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and internal and external customers
- Process HR data and information
- Deal with day-to-day HR customer queries
- Work within agreed HR policy and procedural frameworks
- Deliver actions arising from Workforce Projects
- Make decisions within recognised guidelines
- Identify areas of service improvement & simplification.

Specific

- Job postings - post job adverts that attract great people to join the organisation
- Offer Letters - Be part of the exciting moment when someone gets the job—prepare and send their official offer!
- Contracts - Learn how to create contracts that clearly explain the job and what's expected.
- DBS processing, including ID checking, countersigning & general queries - Support background checks by checking ID, answering questions, and making sure everything is done properly.
- Pre-employment checks - Make sure all the important steps are done before someone starts—like references and right-to-work checks
- Onboarding to payroll - Help new starters get paid on time by making sure their details are added to the payroll system
- Continuous Service Checks
- First Line triage recruitment queries - Be the first point of contact for questions—helping managers and candidates with quick answers and friendly support.

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 work under pressure to 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
A good standard of literacy and numeracy having achieved a pass grade (9 – 4 or A* - C) in English Language and Maths at GCSE or Level 2 equivalent	A, D
Able to use a keyboard with some precision and speed	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

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 type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	