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 Support Officer - Improvement & Commercial	JEID	X0002
Salary Grade:	Apprentice Pay Scale		
Team:	Workforce Improvement & Commercial		
Service Area:	Workforce Services		
Primary Location:	Shire Hall		
Political Restriction	This position is not is notpolitically restricted.		
Responsible to:	Team Manager - Workforce Services Improvement & Commercial		
Responsible for:	N/A		

Role Purpose

This is a developmental role offering the opportunity to gain practical experience across human resources, workforce improvement, project support and commercial services while completing a nationally recognised HR apprenticeship qualification.

Working alongside experienced colleagues within the Workforce Improvement & Commercial Team and across the wider Workforce Service, the apprentice will develop practical knowledge of the employee lifecycle, HR policies and processes, workforce systems, customer service, project support and commercial administration through workplace experience, formal apprenticeship learning and continuing professional development.

The knowledge, skills, and behaviours developed in this role will enable the postholder to complete the Level 3 HR Support apprenticeship aligned with this position.

Role Responsibilities

The role responsibilities outlined will be practised, learned and increasingly undertaken by the apprentice under guidance and supervision from the line manager and colleagues.

Generic

Your work is likely to be tactical and focused on the day-to-day delivery of allocated tasks. You will gather and organise information, follow agreed procedures and support immediate and short-term outcomes for your manager, colleagues and customers.

- Plan and organise allocated day-to-day tasks to meet agreed deadlines and service requirements.
- Work collaboratively with the team to support the outcomes of the service delivery plan.
- Develop positive working relationships with colleagues, service providers and internal and external customers.
- Collect, check and organise routine data and information, highlighting gaps or recurring themes for review by colleagues.
- Respond to straightforward customer or system queries using approved guidance and refer more complex matters to the appropriate colleague.
- Work within agreed policies, procedures and instructions, seeking guidance where required.
- Provide administrative support for project documents, reports, presentations, meetings and workshops.
- Complete allocated actions arising from Workforce Services projects and improvement work.
- Prepare first drafts of guidance, communications and supporting materials for review and approval.
- Share practical suggestions that may help improve or simplify services.

Specific

- Help update project plans, action logs, risk and issue records, and routine progress information provided by project leads.
- Gather information for process mapping and record feedback, issues and improvement ideas for review by more senior colleagues.
- Carry out agreed testing and implementation support tasks for system or process changes, record results and pass issues to the appropriate colleague.
- Update approved dashboards, trackers and reports using information supplied or checked by colleagues.
- Provide administrative support for commercial activities, including updating opportunity logs, collating information for quotations and tenders, maintaining customer, contract and service records, and updating invoice trackers.
- Provide practical support for customer onboarding, offboarding, account management activities, promotional materials and events.
- Prepare or update draft customer guidance, intranet content, templates and standard responses for review and approval.
- Handle information securely and in line with data protection, information governance and records management requirements.
- Pricing, tender responses, contractual decisions, financial judgements and ownership of complex projects will remain with appropriately responsible colleagues.

Additional HR responsibilities

- Support routine activities and projects across the employee lifecycle, including recruitment, onboarding, contractual changes, learning and development, pay and payroll processes, employee relations and leavers.
- Work with colleagues across Workforce Services to develop an understanding of the different HR and payroll functions and how they support employees, managers, schools and external customers.
- Assist with gathering and checking information for HR projects, workforce reports, audits and service reviews.
- Support the preparation and updating of HR guidance, process documents, templates and standard communications for review and approval.

- Help review and map HR processes, capturing feedback and identifying opportunities to improve the customer and employee experience.
- Support routine HR system and data activities, including checking information, maintaining approved trackers and supporting testing where systems or processes are changing.
- Undertake agreed projects, placements and shadowing with teams across Workforce Services to develop practical HR knowledge and experience.
- Handle employee and workforce information appropriately, maintaining confidentiality and following data protection and information governance requirements.
- Refer complex, sensitive or case-specific HR matters to the appropriate colleague.

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:
Able to communicate with other people confidently and clearly, verbally and in writing	A, I
Familiar with standard IT software such as Microsoft Office and email	A, I
Willing to learn to use systems, databases and other digital tools relevant to the role	A, I
Able to organise and prioritise allocated tasks to meet agreed deadlines	A, I
Willing to learn new knowledge and skills throughout the apprenticeship period	A, I
A positive attitude towards working in a team and supporting customers	A, I
Able to organise own travel requirements to work in a hybrid manner	A, I
A good level of literacy and numeracy, evidenced by GCSE passes at grades 9-4 or equivalent in English Language and Maths	A, D
Able to gather information, check detail and use facts to help resolve straightforward problems, with support where needed	A, I
Willing to learn and engage in new systems, processes, project support and commercial administration	A, I

Desirable Criteria

	Assessed By:
An interest in developing a career in workforce services, project support, service improvement, commercial services, human resources, payroll or a related professional area	A, I
Some experience of using spreadsheets, databases or customer management systems	A, I
An interest in HR, payroll, service improvement, project support or commercial services	A, I

Experience of working with others or supporting customers, gained through education, employment, volunteering, community activity or other relevant experience.	A
Evidence of self-development, for example participation in extra-curricular, voluntary or community activities	A, I, D
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.	
☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☒ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours

☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	