

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Business Support
POST:	Business Administrative Apprentice
GRADE OF POST:	Grade 2
RESPONSIBLE TO:	Business Support Team Leader – Operational Central Team

JOB PURPOSE:

To provide the employee with on the job training and experience as part of the administrative apprenticeship framework (including the achievement of QCF level 2 in business administration) and to support the provision of a high quality administrative service that assists with the operation of an efficient and effective service.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Assist in areas of administration within the service area, providing general administrative support to managers and teams.
- Assist the review of administrative processes and procedures to ensure that they are customer focussed and efficient, to improve service delivery.
- Undertake specific project work under the direction and supervision of the manager.
- Assist the administration of meetings by co-ordinating calendars, circulating documentation and under supervision taking and distributing minutes.
- Assist in the maintenance of electronic filing systems.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding and Quality Team or Children's Safeguarding Assessment Team.



Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification

Business Administrative Apprentice

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation / Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> Minimum of 3 GCSE's including English and Maths at grade C or above or equivalent. Good standard of numeracy and literacy 		Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> Experience of using Microsoft Office products in particular Word and Excel Experience of business administration Familiarity with administrative processes and systems General knowledge of the role of local government Understanding of the importance of customer care 	<p>Yes</p> <p>Yes</p>	Interview, application form, reference and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> A strong desire to acquire further knowledge and skills in a working environment Good communication skills An ability to work as part of a team Ability to demonstrate good organisational skills Excellent IT skills Ability to carry out tasks following training and or direction Good attention to detail and ability to work logically and methodically Ability to communicate through the medium of welsh 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, reference and selection process.