



Title	Department	Post Ref.
Business Administration Apprentice L2		
Job Purpose To develop the skills, experience, attitudes and competencies needed to gain future employment within the authority or with other employers. To gain a vocational qualification relevant to the apprenticeship area.		
Key Responsibilities 1. To work, under instruction and supervision, as part of a team to deliver a quality service 2. Deal with Council employees and customers in order to gain a good understanding customer care 3. Use equipment (under instruction and supervision) appropriate to the role in a safe manner 4. Undertake a range of tasks that support the work of the team 5. Develop communication and presentation skills appropriate to the requirement of the post	Key Accountabilities 1. Work efficiently and effectively and develop the ability to manage their own time and workload 2. Ensure corporate policies and procedures are adhered to 3. Access and attend learning that is linked to the apprenticeship standard and that helps to develop the skills, knowledge and experience relevant to the role 4. Develop the ability and confidence to make work based decisions in line with the post	
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification	
<i>Education and Knowledge</i> 1. Good standard of general education to GCSE level 2. Good literacy and numeracy skills 3. Good skills in using various ITC	<i>Personal skills and general competencies</i> 4. Puts into practice the Council's commitment to excellent customer care. 5. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 6. Works well with colleagues but also able to work on their own initiative. 7. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
<i>Experience</i> 8. Experience of organising own workload to meet priorities 9. Experience of presenting information 10. Experience of using a range of IT packages including word processing and spreadsheets 11. Experience of working as part of a team 12. Experience of using a range of good communication skills	