



Title	Department	Post Ref.
<b>Apprentice Business Administrator L3</b>		
<b>Job Purpose</b> To provide a wide range of administrative support to operational services under the management and guidance of senior staff.  To develop the range of skills, knowledge and behaviours required to achieve the Level 3 Business Administrator Apprenticeship Standard		
<b>Key Responsibilities</b>  1. To work to defined business standards and processes; performing a wide range of business support tasks with due regard to confidentiality and safeguarding  2. To create, manage and manipulate information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria, this will include producing bespoke and complex reports  3. To support the development of advice and guidance appropriate to a range of stakeholders on operational service issues  4. To accurately maintain basic systems and processes to meet operational needs and to ensure the high quality of information held  5. Support the organisation of meetings and events, including booking venues, issuing invitations and papers  6. Work towards the achievement of relevant service plans and departmental initiatives	<b>Key Accountabilities</b>  7. For the accuracy and quality of information within the responsibility of the post holder  8. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance  9. To ensure that corporate policies and financial regulations are adhered to  10. Work efficiently and effectively to support operational services  11. 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	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>		



<b>Person Specification</b>	
<p><b>Education and Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Good standard of general education to GCSE/level 2 to include passes in English and Math</li> <li>2. Good skills in using various ITC packages, desirable ITC GCSE/L2 qualification</li> </ol>	<p><b>Personal skills and general competencies</b></p> <ol style="list-style-type: none"> <li>3. Puts into practice the Council's commitment to excellent customer care.</li> <li>4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</li> </ol>
<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>7. Experience of working in a busy environment and organising own workload to meet priorities</li> <li>8. Experience of data input and data management ensuring accuracy and where appropriate confidentiality</li> <li>9. Significant experience and competence using IT and common business support packages including word processing and spreadsheets</li> <li>10. Experience of providing information to the public or customers using good communication skills</li> </ol>	<ol style="list-style-type: none"> <li>5. Works well with colleagues but also able to work on their own initiative.</li> <li>6. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</li> </ol>
<p><b>Role Dimensions</b></p> <ol style="list-style-type: none"> <li>11. Delivering administrative support to operational services to meet business needs</li> <li>12. Engagement with the training provider in order to successfully achieve the Business Administrator L3 Apprenticeship Standard</li> </ol>	