

APPRENTICESHIP PROFILE INFORMATION

JOB DESCRIPTION and PERSON SPECIFICATION

Location: Burton Borough school

Placement: Business Administration Apprenticeship **Grade:** £95 pw

Fixed term for 12 months

Job Profile

The duties of the post are varied and will alter as the apprentice develops in the work environment to reflect the gains in their experience and knowledge.

Job Summary

Apprentice placements are for 16 plus year olds who will, through appropriate training and development, provide administrative support within their team.

A training programme will give a broad understanding and knowledge about the services provided by the team and will enable the individual to gain a range of administrative skills.

Key Factors

1. To study for a Business Administration NVQ Level 2 qualification.
2. Use common 'office' applications such as word processing, database and spreadsheet programmes. Set up systems, input data and extract appropriate information.
3. Provide clerical and administrative support as required for the service, which may include supporting projects as well as supplementary administrative support in areas requiring additional assistance.
4. Provide support to members of the team by way of gathering, co-ordinating, collating, photocopying and distributing information as required.
5. Communicate face-to-face, by telephone and e-mail with a range of customers, both internal and external, responding to queries as appropriate.
6. Use and maintain general filing systems, both manual and computerised, to include setting up new files and retrieval as required.
7. Be responsible for collecting, opening and distributing incoming post each morning, and ensuring that all outgoing mail is delivered to the post room in time for daily collection.
8. Liaise with managers and other staff to set up meetings, etc., as required, to ensure all necessary arrangements are made. This may include ensuring rooms are tidy and arranging furniture and equipment in meeting/training rooms.
9. Support other staff/colleagues in the efficient running of the team. Contribute to providing an efficient, courteous, high quality service.

Employee Specification

This form sets out the criteria we will use to short list applications. Please try and match the information you provide with the requirements set out on this form.

1. Educational Qualifications

Through the Apprenticeship Scheme for 16 plus year olds, you will be eligible to work towards achieving Business Administration Level 2 NVQ.

GCSE Grade A – C in English and Maths or equivalent is desirable but not essential.

2. Experience

No previous experience is essential, however if you have any previous work experience, interests or activities that involve dealing with customers/people, studying, or practical skills relevant to the job description it is useful to note it down on the application form.

3. Skills and Knowledge

- To be organised, accurate and flexible within your working environment.
- To have an understanding and knowledge of confidentiality.
- To be receptive to new ideas and responsive to change.
- To have an awareness of the importance of health & safety issues.

4. Abilities

- The ability to communicate both verbally and in written formats confidently, clearly and concisely with members of staff, external agencies and the public.
- The ability to use a computer.
- The ability to learn quickly.
- The ability to be fair and consistent with your working approach.
- To be able to operate as part of a team, as well as being able to work on own initiative.

5. Personal Qualities & Behavioural Characteristics

- Be aged 16 plus years and eligible to study for a qualification through the Apprenticeship scheme.
- Have a Commitment to achieving your relevant qualification and attend college as and when required.
- Have a willingness to be punctual and flexible within your working environment.
- Be able to demonstrate a high level of commitment and standards to provide a quality service.
- Be enthusiastic, willing to learn, to work hard and be a positive team member.
- Be willing to abide by Telford & Wrekin's employment policies.