



Post title	Modern Apprenticeship – Business Administration
Division / Section	
Department	Customer
Responsible To (Title)	
Number of post holders	
Acting up/ Secondment	Not Applicable

Purpose of Job

Modern Apprenticeships (MAs) offer new entrants to the labour market the chance of paid employment combined with the opportunity to do training relevant to the occupational area. They include the opportunity to gain nationally recognised qualifications that help kick-start a career without having to study full-time. New entrants include school and college leavers, those with no previous work experience and/or vocational qualifications.

As a MA Business Administration you will be required to assist in the provision of a range of support services for professional and office activities to achieve service targets and quality customer care.

MAJOR TASKS/JOB ACTIVITIES

You will be involved in the Council's Modern Apprenticeship Scheme and will be supervised to undertake the following tasks:

- Production and handling of documents
- Maintaining efficient Electronic and Manual Filing systems
- Providing a service to customers.
- Using ICT to complete tasks
- Other duties as required
- You will be supervised at all times and expected to work towards becoming a competent Business Administrator within 2 years of commencing your MA. You will work towards a Modern Apprenticeship level 3 in Business Administration.

Production and Handling of Documents

Produce letters, faxes, memos, reports and other documents.

Electronic and Manual Filing

Saving and filing documents in an appropriate format. Keeping files up to date and in good alphabetic or numerical order. Includes setting up filing systems as required and archiving and storing documents when appropriate.

Supervision and Management of People (Numbers and type of staff)

You are not required to supervise or manage others and will be under the direct supervision of a workplace supervisor.

Creativity and Innovation

Using Microsoft Office to produce documents, enter accurate information and maintain databases, compile and maintain spreadsheets and produce presentations. Use Council systems to purchase goods, log calls and book rooms. Manage Calendars and task lists and do basic searches using an internet browser. Comply with Council policy on the management of information.

Contacts and Relationships

You will be under the direct supervision of a supervisor, who will be responsible for your on-job training.

You will be in regular contact with the Modern Apprentice team in the Council in reference to your progress towards your MA qualification.

You learning will be supervised by an MA assessor.

You will be in daily contact with professional staff within the Council.

You will be in daily contact with members of the public.

Decisions (Discretion)

You will be expected to make decisions in relation to your Modern Apprenticeship programme and these will include:

- Determining your learning style
- Agreeing appropriate MA optional units to ensure progress within your vocational qualification
- Prioritising of tasks delegated to you by your workplace supervisor, college tutors and/or MA assessor.

Decisions (Consequences)

Work will be done under supervision and any decisions taken will have limited consequences

Resources

You will use a variety of ICT equipment in an office environment.

You will have access to information (electronic and hardcopy) and will be responsible for ensuring this information is handled correctly and stored appropriately. You will also be responsible for ordering and managing stationery on behalf of the service.

You will be responsible for ensuring that your portfolio and other training materials related to your MA are kept up to date, in good order and available for assessment and/or verification when requested.

You are required to respect Council property and to ensure that any tools used in the course of your work are correctly secured at the end of your workday.

You are required to keep clothing and PPE issued to you in clean and presentable condition and request replacement for any torn or worn tools or equipment.

Environment – Work Demands

You will be work under the direction of a supervisor and will be expected to carry out tasks with increasing efficiency and proficiency as your competence within the role grows. You will be expected to progress within your skills area and apply your MA learning to workplace situations.

You will be required to follow processes and procedures and a supervisor will always be available to provide advice and direction

You will also be expected to contribute to apprentice forums and participate in case-studies.

Environment – Physical

You will be based within a Council office, and on occasions you may be asked to accompany officers doing tasks outdoors e.g. assist with the erection of site notices which will involve visiting proposed development sites.

Environment – Working conditions

You will work mainly indoors, but will on occasions undertake work outdoors. Occasionally you will be required to hot desk.

Environment – Work Context

You will work within a team and may have contact with the general public.

Knowledge and Skills

You will have a good standard of education at National level 4 or above.

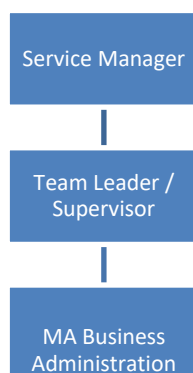
Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe

manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of members of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with

Organisation Structure



Date..... Signed.....(Line Manager)

Date..... Signed.....(Head of Service)