

## Job Description and Person Specification

<b>Post Title:</b>	<b>Business Administration Support Apprenticeship</b>
<b>Reports to:</b>	<b>Community, Business, Work &amp; Skills Team Leader</b>
<b>Scale:</b>	<b>Apprenticeship</b>
<b>Politically Restricted:</b>	<b>No</b>

### Overall Purpose

1. To provide broad administrative support to the Team

### Key Roles, Tasks and Responsibilities

1. Monitor and communicate progress, outcomes and lessons learned for specific projects to the Team Leader/Service Manager
2. Make and answer telephone calls from businesses, residents. Relay accurate information during calls and take messages where appropriate.
3. Assist, as required in the development of tenders and the procurement of services to deliver aspects of UKSPF programme
4. Organise, manage and share information with internal service areas, key partners and stakeholders
5. Research, co-ordinate, produce and issue reports and presentations relating to projects
6. Create and maintain information online, including websites and social media in relation to the programme
7. Comply with Data Protection and GDPR requirements in all working practices maintaining confidentiality, accuracy and security of information as appropriate. Take personal responsibility for all personal data within own working environment.
8. Any other duties that may be required to support the broader Team as identified by the Team Leader/Service Manager

### Post Characteristics

**Allowances:** none

**On call/emergency situations:**

**Security/safeguarding checks:** None

### Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.

2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

### **Emergency Planning/Response Responsibilities**

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

## **Person Specification**

### **Knowledge**

#### **Essential:**

Knowledge and understanding of IT including Word, Spreadsheets, PowerPoint, Databases and the internet (\*3,4,5)

#### **Desirable:**

### **Experience**

#### **Essential:**

Being Part of a team (\*3,4)

Working to deadlines (\*3,4)

#### **Desirable:**

### **Skills/Abilities**

#### **Essential:**

Skills/Abilities Ability to communicate effectively at all levels with good verbal and written communication skills (\*3,4)

Strong I.T skills (\*3,4)

Ability to work within a team and be a team player (\*3,4)

Able and willing to work under supervision and independently (\*3,4)

Well motivated with a positive attitude to the delivery of excellent customer service

Reliable and punctual (\*3,4)

Ability to handle information in a confidential manner (\*3,4)

Good level of English language to be able to compose emails and letters (\*3,4)

Good Level of Maths to be able to support costings of events (\*3,4) Being part of a team

**Desirable:**

**Qualifications/Training**

**Essential:**

Educated to GCSE standard or equivalent with GCSE English and Maths at Grade C or above or equivalent qualifications (\*3,4,5)

**Desirable:**

**Other**

**Essential:**

**Desirable:**

Method of assessment\*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

**Job Description and Person Specification details:**

Reviewed by: Employment Work & Skills Team Leader

Latest Version Date: June 2025

Job Evaluation Ref: N/A