

Apprentice Business Support Officer

Role Profile



TRAFFORD
COUNCIL

Service: Operational Services for Education

Grade: NMW according to age

Reporting to: Operational Services for Education Client Officer

Responsible for: N/A

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough; we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

- To work in a supported learning environment to develop the skills and knowledge that will assist the post-holder to complete a Business Administration Apprenticeship qualification, undertaking a range of administration and business support duties to contribute to the goals of the team and support in delivering its services.
- To undertake a development programme (on-site and off-site) including participation in required training and learning leading to a Business Administration Apprenticeship qualification

Key Duties

- Provide a polite, efficient and responsive service and deal with enquires and requests for information both written and verbal from a wide range of internal and external customers
- Use a variety of software packages and systems when dealing with customer enquiries and for providing management information
- Produce a range of documents including letters, reports, minutes, emails, spreadsheets, forms and other written documents as required
- Assist with the updating, maintenance and extraction of information from all manual and electronic information systems accurately as required
- Undertake research and collate information as required to support the team and service aims and objectives
- To support meetings and events including booking rooms and refreshments, setting up rooms, preparing information and providing administration for meetings
- To undertake general office duties including filing, photocopying, e-mailing and scanning
- To issue, monitor and confirm orders for stationery and other supplies as directed, in line with procurement guidelines
- To assist with the processing of incoming vendor requests to the service in an accurate and timely manner

- To assist with the processing of Freedom of Information requests directed to the service, in an accurate and timely manner
- To maintain a high level of confidentiality, in line with service requirements
- To ensure that all work is undertaken to prescribed standards and timescales
- To undertake such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility

About You

Qualifications and Professional Development

- GCSE English and Math's (Grade A-D) or equivalent (E.g. Level 1 or Level 2 Functional Skills in English and Math's). Must be able to meet the above minimum requirements of the training provider for access onto a Business Administration Apprenticeship programme
- If you can't provide evidence of the above qualifications you could undertake a diagnostic test which is carried out by the training provider
- Commitment to undertaking the apprenticeship training framework and any in-house training and development

Skills and abilities

- Good ICT and keyboard skills including use of Microsoft applications such as Word, Excel and PowerPoint
- Good interpersonal and communication skills, written and verbal
- Good planning and organisational skills –prioritise your own workload and meet deadlines
- Good literacy and numeracy skills
- Ability to record accurate information
- Ability to work as part of a team
- Able to work on own initiative with minimal supervision
- Enthusiastic and motivated to learn new skills – taking ownership for keeping your knowledge and skills up to date
- Being open to feedback
- Ability to work flexibly in order to adapt to changing work priorities and service needs
- Ability to work as part of a team

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- Able to work on own initiative with minimal supervision

Date prepared/revised: CS

Prepared/revised by: Jan 2020

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.