

Apprentice specification

Job title:	Business Administration Apprentice
Service:	Network Management Team
Grade:	Apprentice Corporate Rate (NLW)
Hours of Work:	37
Reporting to:	Team Leader – Technical Support Services

Your apprenticeship

As a Business Administration Apprentice, you will be expected to provide a full and comprehensive administrative support service to the Network Management Team. This will involve dealing with internal and external customers both face to face and on the telephone, operating ICT systems and providing general support to the team.

You will also be required to spend a proportion of your time undertaking a relevant qualification and will gain a range of experience whilst learning from professionals within the organisation.

Our team provides an essential front line service to all highway users by ensuring the council's adopted highways are maintained to a high standard and congestion is minimised by means of effective Traffic Management.

Whilst undertaking this apprenticeship you will liaise with a wide range of personnel including Network Management Staff, Residents, Elected Members and external contractors.

During your apprenticeship you will

- ◆ Act as the first point of contact for any enquiries, referring onto others as required.
- ◆ Responding to routine and ad hoc requests for information.
- ◆ Maintain relevant ICT systems, inputting or extracting data.
- ◆ Manage and update databases and produce reports.
- ◆ Provide admin support in preparing for meetings, booking rooms, printing and collating documents and arranging refreshments.
- ◆ Act as minute taker for meetings if required.
- ◆ Assist with the preparation of documents such as letters, reports, spreadsheets using various software packages including mail-merge and PowerPoint.
- ◆ Carry out research to support the team.
- ◆ Assist with maintaining a variety of records.
- ◆ Operate in line with Wigan Council policies and procedures.
- ◆ Maintain customer contact systems and deal with customers effectively and courteously.
- ◆ Organise appointments and events and any other duties required by the Line Managers.
- ◆ Assist with maintaining financial records.
- ◆ Research and analyse information if required by managers.

Requirements and prospects

Qualifications and requirements to undertake your apprenticeship:

- ◆ GCSE's A-C in Maths, English & ICT or equivalent (desirable but not essential)
- ◆ The ability to work accurately and follow instructions
- ◆ The ability to plan work, manage own time and meet deadlines
- ◆ To be enthusiastic and committed to providing excellent customer care
- ◆ The ability to use own initiative and work flexibly as part of a team
- ◆ To be keen to develop a wide range of skills required to work within a busy administration environment
- ◆ The ability to complete the relevant apprenticeship qualification

During this apprenticeship you will have the opportunity to develop:

- ◆ The ability to operate computer systems, spreadsheets, word-processing packages and email at home, school or college.
- ◆ The ability to communicate effectively with others, both verbally and in writing, including the ability to produce clear and concise letters, notes and forms and to answer the telephone in the appropriate manner.
- ◆ The ability to set up spreadsheets and collate data.

Our culture

As an apprentice, you will be expected to adopt the culture and behaviours of the organisation. For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Your line manager will be expected to:

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

As an apprentice, you will benefit from the principles of our Staff Deal; this is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Staff Deal

Wigan
Council

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Signed

Donna Hall

Donna Hall CBE, Chief Executive

Your part

- Listen, be open, honest and friendly
- Be efficient , flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough

Signed



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