

Apprentice specification

Job title:	Business Administrator Apprentice – Programme Support
Service:	Health Protection and Civil Contingencies
Grade:	Apprentice Corporate Rate (NLW)
Hours of Work:	37
Reporting to:	Programme Manager Health Protection and Civil Contingencies

Your apprenticeship

As a Business Administration Apprentice, you will be expected to provide a full and comprehensive administrative support service to the Health Protection and Civil Contingencies 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 the Business Administrator Level 3 Standard qualification and will gain a range of experience whilst learning from professionals within the organisation.

You will learn about Health Protection, infection prevention and control, and emergency planning. The team co-ordinate the response to communicable diseases, in partnership with Public Health England and other partners; monitoring outbreaks, giving advice and arranging for antivirals to be issued. We also co-ordinate and facilitate the councils 24/7/365 response to Civil Contingencies incidents within the borough, for example large fires, flooding, evacuation of residents. The team ensures that the Council delivers its statutory and non-statutory obligations under the Civil Contingencies Act 2004 and the Health and Social Care Act 2012.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

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.
- ◆ Learn about the different Emergency and Outbreak Plans that the council has.

- ◆ Become familiar with the command and control structure for incident management and the Joint Emergency Services Interoperability Principals.
- ◆ Work with a wide range of internal and external partners.
- ◆ Help support residents of the borough at a time of crisis.

In this apprenticeship you will need

You must be able to demonstrate the following essential requirements:

- ◆ GCSE's A-C in Maths, English & ICT or equivalent (desirable but not essential)
- ◆ That you are not qualified to Business Administrator Level 3 Standard or above
- ◆ 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

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

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