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| **Apprentice Administration Officer** |
| **Apprenticeship****Type:** | Business Support(Intermediate) | **Grade:** | Apprenticeship | **Service:** | Bereavement Services |
| **Level:** | 2 | **Salary:** | £15,410 per annum | **Location:** | Agecroft Cemetery/Salford Cemeteries/Crematoria |
| **Duration:** | Initially 12 months fixed term | **Hours:** | 36 hours per week | **Reporting To:** | Bereavement Services Manager |
| **About the role**  |  | **Our priorities**  |
| * This is an exciting opportunity for a Bereavement Services Apprentice to work as a member of the Bereavement Services Team to support the delivery of the service to families, Funeral Directors and customers.
* The apprentice will work in a supported learning environment to develop the skills, knowledge and behaviours required to successfully complete their apprenticeship programme and progress in their chosen career.
* The apprentice will work towards the Level 2 Apprenticeship in Business Administration Support with specific/bespoke training provided in relation to the grave digging/crematorium aspects of the role.
 |  | **Tackling poverty and inequality** | \\salford.gov.uk\documents\SCC\execbhinks\Documents\My Pictures\coins.png | Addressing poverty and tackling inequalities |
| **Education and Skills** | \\salford.gov.uk\documents\SCC\execbhinks\Documents\My Pictures\diploma.png | Developing skills and a strong education offer |
| **Health and Social Care** | \\salford.gov.uk\documents\SCC\execbhinks\Documents\My Pictures\heartbeats.png | Working with partners to improve health and wellbeing |
| **Development** | \\salford.gov.uk\documents\SCC\execbhinks\Documents\My Pictures\office.png | Investment that provides jobs with decent wages |
| **Housing** | \\salford.gov.uk\documents\SCC\execbhinks\Documents\My Pictures\home.png | Connecting affordable housing |
| **Transport** | \\salford.gov.uk\documents\SCC\execbhinks\Documents\My Pictures\transport.png | Connecting affordable transport with jobs and skills |
| **A transparent effective organisation** | \\salford.gov.uk\documents\SCC\execbhinks\Documents\My Pictures\school.png | Delivering effective and efficient council services |
| **Social Impact** | \\salford.gov.uk\documents\SCC\execbhinks\Documents\My Pictures\family-group-of-a-couple-with-three-children.png | Using social value to make the most difference in Salford |
| **Key outcomes**  |
| * Carrying out administrative duties within Agecroft Cemetery offices as part of a small team based at this location.
* This is a small but busy office undertaking all aspects of the administration that supports this busy service area.
* Duties will include a wide variety of tasks including dealing with customer enquiries face to face, by telephone and email.
* Assisting other team members with the taking of bookings and entering these onto the ‘BACAS’ system.
 |  | * The role will also involve learning all aspects of the crematorium service with a view to providing practical/operation support to the existing crematoria technicians.
* Willingness to undertake training and development, this will include a Business Admininstration Apprenticeship standard and Functional Skills in Maths and English (if applicable).
* This role will also encompass learning all aspects of the grave digging service with a view to providing practical/operational support to the team.
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| **What we need from you**  |
| As an apprentice, you will be expected to demonstrate the following skills and behaviours throughout your apprenticeship programme: |
| * **Interpersonal & Communication –** build and maintain positive relationships with customers and colleagues at all levels and clearly communicate relevant and accurate information in an effective and timely manner using a range of media.
* **Customer Service –** deliver a high quality customer focused service and deal with customer needs in a professional and courteous manner.
* **Digital –** utilise and maintain ICT systems to record and process information.
* **English, Maths & ICT –** at to have previously achieved or be assessed as working at Level 1 (equivalent to GCSE grade A\* to E).
 |  | * **Learning & Development –** be willing to learn and take responsibility for own development.
* **Personal Effectiveness –** prioritise and organise your workload using own initiative and manage your time effectively in order to successfully meet deadlines.
* **Planning & Organising –** take responsibility for managing meetings, events, resources and logistics, including producing accurate records and documentation.
* **Team Working –** work flexibly as a member of a team and be willing to offer support to colleagues.
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| **How to apply** |  | **Our values**  |
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| If you would like to be considered for this apprenticeship opportunity, please fill in the application form and make sure you demonstrate how you meet the key requirements for the apprentice role and how you live our values. |
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