**ROLE PROFILE**

**Level 3 Business Support Apprenticeship – Waste Management**

**About The Council:**

As a co-operative council, Oldham is committed to developing a future where citizens, partners and staff work together to improve the borough and create a confident and ambitious place.

A co-operative council aims to support everybody doing their bit and everybody benefitting. This means we work in a way which helps to empower residents to take greater control of their own lives but also gets the maximum benefit from the resources that are available to the community and public sector. We work in ways which are ethical, fair and deliver good social value as well as value-for-money. Residents are able to work in collaboration to design and even help deliver services.

**Purpose of Apprenticeship:**

The main purpose of the apprenticeship is to assist in providing effective and comprehensive business support, working as part of the Waste Management team.

**What will I be doing?**

Under the close guidance of the Senior Business Support Officer and other team members you will provide support to the team by undertaking administration tasks.

This will be done through:

* Assisting with various business support tasks, such as answering telephones, dealing with post and booking meeting rooms
* Using the in house system Mayrise to record information about domestic and trade waste collections
* Assisting in queries from the Contact Centre, trade waste customers and other team members

**To work in accordance with:**

* Relevant Quality Standards
* Council’s policies and codes of practice, including equalities and diversity, customer care, code of conduct, health and safety and data protection

**Learning Objectives:**

* Undertake continuous professional development as guided by the Senior Business Support Officer
* Willingness to learn about different aspects of Waste Management
* Willing to complete a relevant NVQ level 3 in business administration.

**Requirements for the Apprenticeship:**

**Qualifications / knowledge:**

* Sufficient literacy and numeracy to undertake the tasks and duties of the role

**Experience:**

* Experience of using Microsoft Office software; including Word, Excel, Powerpoint and Outlook
* Experience of completing tasks to deadlines
* Experience of following instructions, guidelines and procedures

**Skills & Abilities:**

* Ability to communicate effectively by email, face to face, and over the telephone
* Ability to develop and maintain effective working relationships with a wide range of people at different levels
* Ability to use a keyboard and operate office machinery
* Ability to work effectively as part of a team
* Ability to plan own work (with supervisor), and prioritise to meet deadlines
* Ability to use own initiative to help solve problems
* Ability to undertake administrative tasks
* Ability to deliver a polite, courteous and efficient service to colleagues, partners and service users
* Ability to interpret information/situations to solve straightforward problems

As part of the recruitment process, candidates will have to show certificates of examination, demonstrate their match to the requirements through an application form, answer questions at an interview and undertake a test as part of the selection process.

**Who will I be working with?**

The Apprenticeship may be in contact with other Council Directorates, such as:

* Colleagues within the Council
* Internal or external stakeholders
* Members of the Public

**Work Circumstances:**

* Willingness to work flexibly to meet the needs of the Service
* Ability to be punctual and have regular and reliable attendance at work.

As part of the recruitment process, candidates will have to show certificates of examination, demonstrate their match to the requirements through application form, answer questions at an interview and undertake a test as part of the selection process

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| Relationship To Other Posts In The Directorate:  Responsible to: Line Manager  Responsible for : NONE |

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|  | DATE | NAME | POST TITLE |
| Prepared | 22/11/21 | Rebecca Chadwick | Service Development and Support Manager |