**JOB DESCRIPTION**

**POST OBJECTIVES**

# To provide a wide range of clerical support to the team.

**DUTIES AND TASKS**

* To provide a photocopying, filing and word processing service to the team.
* Arrange, administer and attend meetings as required.
* To undertake relevant training and development as appropriate to the post.
* Process and distribute incoming / outgoing mail.
* To record, extract and collate statistical data as required.
* Participate, as part of an administration team in the planning and development of services.
* Maintain general / printed stationery and other sundry items to agreed stock levels
* To promote a positive image of the service through the development of effective working relationships within the team, throughout the council and with our partners.
* To undertake such other duties as reasonably correspond with the general character of the post and are commensurate with the level of responsibility.
* To undertake the duties of the post in accordance with the council’s equal opportunities policy.
* To undertake the duties of the post in accordance with Health and Safety Regulations

**BUSINESS ADMINISTRATION APPRENTICE LEVEL 2**

**COMMUNITY SAFETY AND HOMELESSNESS**

**PERSON SPECIFICATION**

 **CATEGORY**

QUALIFICATIONS

Proof of qualifications/equivalent to

or willing to work towards Level 2 Functional Skills;

Math & English G.C.S.E pass minimum ‘C’/ grade 9-4 E

SKILL/KNOWLEDGE AND EXPERIENCE

1. Dealing with customers D

2. Effective communication skills E

3. Experience of using systems including Microsoft office,

 Spreadsheets and/or databases E

4. Literacy skills E

5. Numeracy ability D

6. Experience of dealing with telephone enquiries D

PERSONAL QUALITIES

1. Tactful and diplomatic manner E

2. Ability to work as a member of a team E

3. Accuracy and attention to detail E

4. Flexible approach to work E

**For Information:**

Category

1. Essential Requirement without which the candidate would be unable to carry out the duties of the post.
2. Desirable Features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.