

Job specification

Job title: Events Administrative Apprentice
Service: Customer Transformation – Public Relations
Grade: Apprentice Corporate Rate (NLW)
Reporting to: Events Manager

Your job

As a Customer Transformation Apprentice in the Events Team, you will be expected to provide a full and comprehensive administrative support service to the team. This will involve dealing with internal and external customers both face to face and on the telephone; operating ICT systems, operating social media platforms 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.

In Public Relations we focus on promoting Wigan as a place to live, work, visit and invest, and understanding our customers' needs. We make change happen through innovative thinking, redesigning services and recognising areas for improvement. As the first point of contact within the team you will be the 'face' of the what we have to offer.

You work with colleagues across the Directorate, the council, and wider partner organisations supporting the delivery, co-ordination and promotion of events as part of the emerging Events Strategy.

We will provide you with the support you need to do your job and you'll be given the opportunity to learn and develop further within the team and organisation.

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
- Provide admin support in the preparation and delivery of key events as identified within the emerging Events Strategy
- Act as minute taker for meetings if required
- Assist with the preparation of documents such as letters, reports, spreadsheets, tool-kits 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
- Support the team and managers to deliver effective and efficient services focussed upon achieving successful outcomes and meet corporate objectives aligned to the Deal
- Actively engage, model and promote the use of social media for all events and to promote what Wigan has to offer, including developing content
- Undertaken any training required to work effectively in the role of Events Admin Officer.
- Work and support the team to provide the service at any location to meet team/service needs
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this apprenticeship you will need

You must be able to demonstrate the following essential requirements: -

- GCSE's 9 - 4 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 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