

# Job specification



**Job title: Business Administrative Apprentice**  
**Service: Allocations and Accommodation Team**  
**Grade: Apprentice Corporate Rate (NLW)**  
**Reporting to: Senior Lettings Officer**

## Your job

As a Business Administration Apprentice, you will be expected to provide a full and comprehensive administrative support service to the Allocations and Accommodation 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 a relevant qualification and will gain a range of experience whilst learning from professionals within the organisation.

The Allocations Team is a very busy team dealing with all aspects of the letting of 22,500 Public Sector Homes and also managing the housing register.

The Allocations Team help to maximise choice for applicants and tenants applying for housing. We do this by offering a proactive, performance driven lettings service, focussing on excellent customer service.

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.
- 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 A-C 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.
- The ability to provide excellent customer service

## Our culture

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

Individuals with line management responsibilities are also 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

Our Staff Deal 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