JOB DESCRIPTION

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| Job Details |  |
| Job Title:  | Level 4 Administrative Apprentice |
| Directorate: | Greater Manchester Ageing Hub |
| Hours:  | 36.25 hours per week |
| Salary:  | £16,755 increasing to £17,007 |
| Location: | GMCA, Churchgate House, Manchester city centre |

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| **Organisational Arrangements** |
| Reporting to: | Programme Manager, GM Ageing Hub |
| Job Purpose | The role holder will provide administrative support across the Greater Manchester Ageing Hub  |

**Main Responsibilities**:

* To provide flexible administrative support across the full range of GM Ageing Hub activities to support the delivery of the Greater Manchester Age Friendly Strategy.
* To provide support to the Hub’s steering group and task groups, including arranging meetings, taking minutes and proactively following up on actions.
* To produce a monthly electronic newsletter for the Ageing Hub, gathering information from key partners, editing and writing content.
* To maintain and update the Ageing Hub web pages, ensuring the content is current, accurate and relevant.
* To support the management of the Ageing Hub Twitter account including writing and scheduling content.
* To organise events, ensuring that facilities are arranged, all resources booked and attendees have the appropriate information as required.
* Prepare and update reports, documentation, communications and information including activity reports and delivery plans.
* Provide a first point of contact for the Ageing Hub, proactively responding to queries in a timely manner through various communication channels and escalating to a team member where appropriate.
* Maintain and develop effective administration processes to meet the changing demands of the organisation and contractual agreements.
* Build effective relationships with the broader Ageing Hub team and partners, working collaboratively across GMCA and partner organisations.
* Raise purchase orders and requisitions and process payment of invoices in a timely manner.
* Organise business travel and accommodation as and when required
* Actively take part in the required training activities required to complete the apprenticeship programme.
* To represent the Ageing Hub in a professional and respectful manner.
* Maintain and store data and documentation appropriately and in line with the General Data Protection Regulations (GDPR).
* To remain confidential at all times and comply with the Data Protection Act.

**Key Requirements**

**Education and qualifications (essential)**

* GCSE Grades A-C in English and Maths or equivalent

**Education, qualifications and associations (Desirable)**

* Level 3 Apprenticeship or qualification in a related area

**Essential knowledge and experience**

* Experience of delivering effective administrative support
* Experience of drafting or writing communications material such as web content or news stories
* Experience of delivering to set deadlines and changing priorities

**Desirable Knowledge and Experience**

* Demonstrate up to date knowledge of Microsoft packages

**Essential Skills & Behaviours**

* Strong planning and organisational skills, great attention to detail and the ability to multi-task
* Excellent written and verbal communication skills, with excellent standards of accuracy, consistency and attention to detail
* Ability to convey messages in a clear and compelling way, tailoring content according to the audience
* Ability to exercise initiative and work independently
* Ability to work effectively as part of a team
* Ability to work to deadlines and to be flexible to changing priorities
* Excellent people skills with demonstrated ability to work with a wider variety of individuals and groups both in person and remotely
* Ability to manage own workload and take part in continuous professional development activities to improve own learning
* Evidence of previous commitment to learning and/or employment
* Good IT skills including Microsoft Word and Outlook

**Desirable Skills & Behaviours**

* Note taking skills (minutes)

**Corporate Commitments**

Promote and role model behaviours that ensure no discrimination against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to existing and former colleagues.

Refrain from smoking in any areas of GMCA premises.

Adhere to all relevant service policies and procedures, behaving in a manner that reflects this.

**Confidentiality and Information Security**

As a GMCA employee you are required to uphold the confidentiality of all records held by the service, whether employee records or service information. This duty lasts indefinitely and will continue after your leave the service employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality**

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the services computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998.

**Health and Safety**

All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to cooperate with management to GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the service’s undertaking.

**Equal Opportunities**

GMCA provides a range of services and employment opportunities for a diverse population. As a service employee you are expected to treat all employees/partners/members of the public and work colleagues with dignity and respect irrespective of their background.

**NB:** This list of duties and responsibilities is by no means exhaustive and the post holder may be required to undertake other relevant and appropriate duties as required.