

## Apprentice specification

**Job title:** Business Administration Apprentice

**Service:** Integrated Transport Unit

**Grade:** Apprenticeship rates of pay

**Reporting to:** Business Manager

### Your apprenticeship

As a Business Administration Apprentice, you will be expected to provide a full and comprehensive administrative support service to the Integrated Transport Unit and Road Safety 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 Integrated Transport Unit organises transport to school or college for around 650 children and students who have Special Educational Needs and Disabilities (SEND). We also provide transport for around 400 vulnerable adults who go to day centres and other places in the community. The Road Safety team works with schools and delivers events in the community to promote road safety; manages school crossing patrols and also carries out independent travel training.

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.
- Assist with maintaining a variety of records.
- Operate in line with Wigan Council policies and procedures.
- Support the administration of bus/travel passes
- Maintain and update passenger information for vehicle folders
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

### Requirements and prospects

## Qualifications and requirements to undertake your apprenticeship:

- 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.

## 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 the principles of 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

# Staff Deal



## 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

Signed   
Donna Hall CBE, Chief Executive

## 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

Signed .....

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