



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**

Standard Template

JOB TITLE:	Apprentice Business Support (supporting Children's Services)		
GRADE:	NMA	SERVICE AREA:	R and T (Supporting Children's)
JOB CODE:			
REPORTS TO:	Business Support Team Leader	LOCATION:	Any Team across the Borough of Walsall
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> Assist with maintaining confidentiality, understanding that the work undertaken can be of a highly sensitive and distressing nature and must not be discussed or disclosed to any other officers or agencies without prior agreement or family consent. Covering for colleagues who are absent or need short-term support to cover ad-hoc demand Working at different offices within the borough When booking leave, regard is to be given to prevailing workloads and deadlines In exceptional circumstances may be expected to work outside normal hours including evenings or weekends This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers To work towards an Apprenticeship in Business Admin (Level 3) 		

1. Main purpose of the job role:

To provide a high level administration function, including the undertaking and completion of complex tasks, to teams in Children's Services, by providing effective and efficient support that enables the provision of a quality service to children, young people, their families and the community and compliance with national legislation and local policies, procedures and priorities.

2. Role specific duties and accountabilities:

Customer Interaction

1. Assist Team with enquiries, including telephone, e-mail and personal callers. Answer queries where possible, take messages or direct the enquirer to alternative agencies as appropriate.
2. Deal sensitively with families who may be in distress and act appropriately in accordance with procedures.
3. Assist with maintaining confidentiality, understanding that the work undertaken will be of a sensitive nature and must not be discussed or disclosed to any other officers or agencies without prior agreement or family consent.

Admin Support

1. Provide word processing support, ensuring documents produced are in accordance with corporate and service requirements.
2. Assist with organising, attending and taking notes at meetings including updating records during meetings and taking notes using electronic devices

3. Assist with transcribing notes from recorded meetings into the appropriate format
4. Ensure that all paper correspondence received is date stamped and stored electronically.
5. Ensure that outgoing correspondence sent out is accurate and drafted to a high standard.
6. Assist with maintaining client files, paper or electronic. This could include filing, archiving and scanning.
7. To attend and take notes of meetings

Systems and Processes

1. Use financial systems as required, ie p cards and petty cash and ensure appropriate authorisation for payments.
2. Work within day-to-day procedures, including those relating to financial matters in accordance with the Council's procedures and ensure all transactions are authorised
Maintain office stationery and equipment including ensuring maintenance of items and reporting faults.

ICT

1. Use IT hardware and software as requested and attend training when new technology is introduced.
2. Accurately processing various sources of data using variety of programmes

General

1. Maintain a professional workspace by keeping workstation, office, waiting areas clean and tidy at all times.
2. The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
3. To ensure that health and safety standards are adhered to.
4. To undertake any other task that might reasonably be required within the grade and overall functions of the post.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Must possess excellent typing/word processing skills	A/I/T	3
Able to provide general administrative support	A/I	3
Able to take notes at meetings and transcribe recording of meetings	I/T	3
Able to maintain records and filing systems effectively	A/I	3
Able to demonstrate an awareness of information technology applications	A/I	3
Able to work as part of a team and also develop to work on your own initiative	A/I	3
Able to demonstrate awareness of equality issues	A/I	2
Able to demonstrate the ability to deal with confidential and sensitive information in line with Information Governance guidelines	A/I	3
Able to demonstrate awareness of Health and Safety issues	A/I	2
Able to deal with enquiries from members of the public both verbally and in person effectively and efficiently	A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience in the use of IT applications MS Office Word/Excel	A/I	3

Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
GCSE Grades 4-9/ A-C Math's and English or equivalent		A	
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		1	2
Awareness of, and commitment to, confidentiality and handling data		1	3
Prepared by:	Y Tarring	Date:	22 2 22