



The project is receiving up to £34 million of funding made up of £17 million European Social Fund and £17 million Youth Employment Initiative, plus match funding of up to £8m from the National Lottery Community Fund and funding from partners

<b>JOB TITLE:</b>	<b>APPRENTICE REGENERATION ASSISTANT</b>		
<b>GRADE:</b>		<b>SERVICE AREA:</b>	Programme Management
<b>JOB CODE:</b>	XNMWA		
<b>REPORTS TO:</b>	Programme Management Officer	<b>LOCATION:</b>	Civic Centre
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>Occasional evening and weekend working may be required in order to serve various groups, events and committees.</li> <li>Committed to completing a Level 3 in Customer Service Specialist qualification.</li> </ul>		

### 1. Main purpose of the job role:

To provide a customer service centric support across the various programme management team functions; in particular operations, quality and finance. Through robust and effective communication (both verbal and written), converse with internal and external stakeholders. Provide general assistance to support the efficiency of the programme management team processes and procedures.

### 2. Role specific duties and accountabilities:

1. Assist in the development and delivery of an effective and responsive Black Country Impact programme that provides information and guidance to internal and external customers.
2. Provide general customer service to support the Black Country Impact programme particularly, supporting with customer queries, liaising with internal and external stakeholders.
3. Assist the team organise training and educational provision.
4. To support and assist the team to develop and deliver project objectives that support service delivery.
5. To assist in evaluating process of project activities and when required contribute to project reports.
6. Where required use a wide and varied range of communication methods, including the use of Twitter and Facebook to support the Communication & Engagement Officer.
7. To communicate verbally with customers and provide advice guidance and information in accurate spoken English

8. To assist in providing general resource for enquiry handling in response to referrals and external organisations.
9. Maintain participant records by updating and maintaining records, files and databases.
10. To assist in maintaining relationships and liaise with key stakeholders internal and external, Local Authorities, partnership groups and forums to deliver key priorities and solutions.
11. To follow up on the progress on internal actions with colleagues.
12. Help to keep up to date and maintain information on the CRM system, to support the project achieve its objectives.

### 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.



**Walsall Council**

JOB TITLE: Apprentice Regeneration Assistant		GRADE XNMWA	
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	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document			
<b>Professionalism</b> - 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
<b>Leadership</b> - 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	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility		A/I	3

for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.			
<b>Transparency</b> - 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
<b>Ethical</b> - 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
<b>Abilities/Skills:</b> (refer to JE guidance document)			
Ability to assist in dealing with minor projects, letters of correspondence and technical support and associated routine support to the Team, including project work, technical and administrative duties.		A/I	3
Able to advise and liaise with members of the public, other officers of the Service Area or Council, and other agencies, as may be necessary.		A/I	3
Able to demonstrate some basic knowledge of Economic regeneration issues		A/I	3
Able to assist in the preparation of plans, reports, evaluations		A/I	3
Able to be a team player and meet personal and team deadlines		A/I	3
Ability to communicate effectively both verbally and in writing		A/I	3
An understanding and commitment to customer care initiatives		A/I	2
Good IT skills		A/I	2
Able to keep up to date relevant computerised records and to assist the duty officer for the team as and when required in accordance with the management of the team tasks		A/I	2
Flexible approach to work and willing to attend frequent evening meetings		A/I	3
Ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential		I	3
An awareness of, and commitment to, equality of opportunity		I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.			
Experience and awareness of community empowerment, and Best Value initiatives		A/I	2
Evidence of continuous professional development (where applicable)			
<b>Qualification:</b> 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.			
To hold GSCE's or equivalent in maths and English level 2		A	
<b>Other Essential Requirements</b>			
An awareness of, and commitment to, equality of opportunity		I	
Awareness of, and commitment to, confidentiality and handling data		I	
<b>Prepared by:</b>	Dean Stephens	<b>Date:</b>	29 <sup>th</sup> April