

Apprentice Business Administration

Job Ref: 19201

We are looking for motivated, enthusiastic people to join us on an apprenticeship programme. If you're looking for the opportunity to follow a stimulating and rewarding career in Business Administration, come and work with us as a Business Administration Apprentice, studying for either a Level 2 or Level 3 qualification (based on previous experience and qualifications). We have a number of exciting opportunities in our Corporate Administration Service delivering support across various locations including Central Stockton, Hardwick, Thornaby and Billingham.

Hours of Work
Contract Duration
Location of Work
Salary / Wage

37 hours per week
Fixed Term – up to 18 months
Various across the Borough of Stockton-on Tees

Age	Hourly Rate	Full Time Annual Salary
Under 18	£4.35	£8,392
18 -20	£6.15	£11,865
21 - 24	£7.70	£14,855
25 and over	£8.21	£15,839

About Us:

Stockton-on-Tees Borough Council is a successful and award winning Council who employ over 3,000 employees in a vast range of job roles across many different services in the Borough of Stockton-on-Tees.

At SBC we truly value our Apprentices. We recognise that Apprenticeships help us identify new talent, build new skills in our workforce and increase diversity in the workplace. Apprenticeship help us to develop our future skills, to enable us to deliver our ambitious plans whilst also assisting in shaping the apprentice's future.

Job Description:

Administration is a great starting point to provide you with the foundations for your career in a number of areas. As a Business Administration Apprentice in the Corporate Administration Service, you will gain valuable and varied experience providing professional administrative support across a number of service areas and within different multi-skilled teams. Duties will vary depending on which team you work in, but may include updating and maintaining records, file management, minute taking of meetings, answering telephone queries, contacting clients, marketing activities, computer work, filing, printing, photocopying, and postal duties.

Essential Requirements:

All candidates are required to meet the essential requirements set out below. Please address in your application how you meet the following:

- Experience working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative
- Committed to providing excellent customer service
- Excellent IT Skills – Microsoft Office (Word & Excel)
- Excellent Communication and Interpersonal skills
- Good attention to detail
- Ability to converse at ease with members of the public and provide advice in accurate spoken English
- Demonstrates the behaviours which underpin the Council's Culture Statement

Due to the sensitive nature of some of the work of our Specialist Teams, successful applicants for those posts will also need to have a mature outlook and approach, understand the importance of confidentiality and be able to demonstrate emotional resilience.

You must not hold an existing qualification at the same or higher level as this apprenticeship in a similar subject

Functional Skills (Level 2 / GCSE) in English, Maths and ICT are not essential, but may be required prior to completion of the apprenticeship

Appointment will be subject to the following pre-employment checks:

- Medical Check
- Satisfactory reference

Apprenticeship Qualification:

You will be given appropriate paid time off work to attend College and work towards completion of your apprenticeship qualification.

Qualification: Business Administration – Level 2 or Level 3 (depending on experience and previous qualifications)

Training Provider: Stockton-on-Tees Borough Council - Learning & Skills

Future Prospects:

Upon successful completion of the apprenticeship, there may be the opportunity to undertake a higher level apprenticeship qualification and the potential to secure a position within the Council for the right candidate to grow within the organisation.

How to Apply:

Please complete our Apprenticeship application form, and submit this to apprenticeships@stockton.gov.uk no later than the closing date of **Sunday 16th June 2019**.

Please ensure you refer to the essential requirements outlined in the advert, Job Description and Person Specification when completing the personal statement on your application, as this information will be used to shortlist candidates for the next stage of selection

JOB DESCRIPTION

Directorate: Administration, Democratic & Electoral Services		SERVICE AREA: CORPORATE ADMINISTRATION SERVICE
JOB TITLE: Apprentice Administration Assistant		
POST REFERENCE: 19101		
GRADE: Apprentice Rate of pay - Minimum Wage for Age		
REPORTING TO: Team Leader		
1.	JOB SUMMARY: To assist in the provision of effective, efficient and customer-focussed general administration and office services for all Council service groupings, at a range of Council buildings, as directed.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	Working as part of a team of staff delivering general administration services across a range of Council buildings. Duties may include some or all of the following tasks: <ul style="list-style-type: none"> • Printing documents & publications • Photocopying & faxing • Receipt, distribution, collection and dispatch of mail • Maintaining internal libraries • Petty cash handling and paperwork • Raising invoice requisitions • Meeting & conference room admin • Maintaining inventory • Basic premises admin • First line response to queries • Taking minutes of meetings • Diary management • Scanning and indexing • Filing & information management • Ensuring photocopiers are stocked with paper/supplies and reporting faults • Organising events and meetings • Ordering supplies, services and works • Collecting and banking cash /cheques • Pool car scheme administration • Basic health & safety admin • Production and admin of identity cards • On-site customer/visitor care • Typing • Arranging travel & accommodation
	2	Making a positive contribution to the design, implementation and maintenance of office systems and procedures.
	3	Assisting in gathering statistics relating to activity levels, service usage and customer satisfaction.
	4	Ensuring that current legislation and Council policies and procedures are adhered to in the provision of services.
	5	Supporting and promoting the Council's Statement of Purpose.
	6	Enhancing the Division's image within the Authority by promoting awareness of services and achievements and to establish effective working relationships with other departments and external agencies as appropriate.
	7	Providing assistance to other general administration teams and the PA (Personal Assistant) service as required, covering staff absences and assist at times of heavy workload.
	8	Ensuring that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

3. GENERAL

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

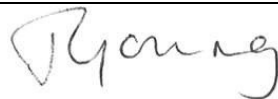
Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Jill Young		09.05.19
Job Description agreed by: (Post holder)

Job Description dated May 2019

PERSON SPECIFICATION

Job Title/Grade	Apprentice Administration Assistant	Apprentice Rate of pay - Minimum Wage for Age
Directorate / Service Area	Administration, Democratic & Electoral Services	Corporate Administration Service
Post Ref:	19201	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Please note: You must not hold an existing qualification at the same or higher level as this apprenticeship in a similar subject (Business Administration).	<ul style="list-style-type: none"> Functional skills English & Maths Level 2 / GCSE Grade C (level 4) or above NVQ Level 2 in Business Administration or equivalent 	Application form
Experience	<ul style="list-style-type: none"> Working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative 	<ul style="list-style-type: none"> Office experience e.g. record keeping, filing, use of standard office aids e.g. photocopier etc. Experience of handling personal sensitive information 	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> Good Communication and Interpersonal skills Has the ability to converse at ease with members of the public and provide advice in accurate spoken English Excellent IT Skills – Microsoft Office (Word & Excel) Good attention to detail Committed to excellent customer service 	<ul style="list-style-type: none"> Awareness and understanding of the importance of confidentiality and Data Protection 	Application / Interview

	<ul style="list-style-type: none"> • Ability to understand and apply regulations and written instructions. • Ability to communicate both orally and in writing. • Be articulate and able to converse confidently in a pleasant and professional manner. • Ability to work in an organised and methodical way to analyse and solve problems • • Numerate and have the ability to copy/transfer information accurately. 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • Committed to own personal development. • High personal standards of self-discipline • Highly motivated, and not easily discouraged • Flexible approach to work 	<ul style="list-style-type: none"> • Mature attitude and outlook • Emotional resilience 	Application / Interview

Person Specification dated: May 2019