

Apprentice Business Support (Events)

Job Ref: 19302

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 Support, come and work with us as a Business Support Apprentice within our Events team.

Hours of Work
Contract Duration
Location of Work
Salary / Wage

37 hours per week
Fixed Term - 18 months
Municipal Buildings, 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. Apprenticeships 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:

As a Business Support Apprentice in the Events team you will gain valuable and varied experience providing an efficient, professional and customer focussed administration and support service to the Events Service and Corporate Project Managers.

You will undertake a range of administration duties some of which may include; printing documents and publications, maintaining internal libraries, cheque and petty cash handling, booking travel and accommodation, first line response to queries, diary management, and taking and typing of meeting minutes, you will also make a positive contribution to the design, implementation and maintenance of office systems and procedures.

Essential Requirements:

All candidates are required to meet the essential requirements set out below. Please address in your Expression of Interest 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,
- Self-motivated, enthusiastic and keen to learn new things,
- Committed to providing excellent customer service,
- IT Skills – e.g. Microsoft Office,
- Good attention to detail,
- Excellent communication and interpersonal skills
- The ability to converse at ease with members of the public and provide advice in accurate spoken English,
- Demonstrates the behaviours that underpin the Council's Culture Statement.

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 will 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 3

<https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator/>

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

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Culture Leisure & Events		Service Area: Events
JOB TITLE: Business Support Apprentice (Events)		
POST REFERENCE: 19302		
GRADE: Apprentice Rate of pay - Minimum Wage for Age		
REPORTING TO: Events Services Manager		
1.	JOB SUMMARY: To provide clerical and administrative support to the Events Service / Corporate Projects Managers To assist with the provision of an efficient, professional and customer-focussed Administration and Support Service.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	Undertaking a range of Administration duties including: <ul style="list-style-type: none"> • Printing documents & Publications • Photocopying & Faxing • Receipt, Distribution, Collection and dispatch of Mail • Maintaining internal Libraries • Cheque and Petty Cash handling • Raising Invoice Requisitions • Diary Management • Booking Conference Rooms • Booking Travel and Accommodation • Marketing Activities • Ordering Supplies, Services and Works • Filing & Information Management • Scanning and Indexing • Typing • Customer / Visitor care • Basic Health & Safety • Production of Identity Badges • Basic premises Administration • Taking Minutes of Meetings • First Line response to queries • Maintaining Inventory
	2	Using Information Technology which includes Microsoft Office and in house systems.
	3	Making a positive contribution to the design, implementation and maintenance of office systems and procedures.
	4	To shadow colleagues as directed.
	5	Ensuring that current legislation and Council policies and procedures are adhered to in the provision of services.

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)			
Job Description agreed by: (Post holder)			

Job Description dated May 2019

PERSON SPECIFICATION

Job Title/Grade	Business Admin Apprentice Level 3	
Directorate	Culture Leisure & Events	
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> Functional skills English & Maths Level 2 / GCSE Grade C (level 4) or above <p>Please note: You must not hold an existing qualification at the same or higher level (Level 3 or above) as this apprenticeship in a similar subject (Human Resources).</p>	<ul style="list-style-type: none"> 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). 	<ul style="list-style-type: none"> Office experience e.g. record keeping, filing, use of standard office aids e.g. photocopier etc. 	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> IT Skills and ability to use Microsoft Office e.g. Word and Excel Legible handwriting. Good attention to detail. Committed to excellent customer service Be articulate and able to converse confidently in a pleasant and professional manner. 		

	<ul style="list-style-type: none"> • Be numerate and have the ability to copy/transfer information accurately. • Have the ability to understand and apply regulations and written instructions. • Excellent communication and interpersonal skills 		
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 		Application / Interview
Other requirements	<ul style="list-style-type: none"> • Smart Appearance 		

Person Specification dated

May 2019