

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Apprentice Housing Business Administration
<u>PAY BAND :</u>	Apprentice National Minimum Wage
<u>REPORTING RELATIONSHIP</u>	To the Lifeline Services/ Housing Options/ Housing Team Leader/Service Manager
<u>JOB PURPOSE :</u>	To provide an efficient and comprehensive business support service to the Lifeline Services/ Housing Options/ Housing Office based team.
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees
<u>TRAINING</u>	You are expected to undertake and complete all components of Customer Services Level 2 apprenticeship or Level 3 in Business Administration apprenticeship

MAIN DUTIES/RESPONSIBILITIES

1. To undertake a range of business support tasks such as managing your own emails, copying, scanning, faxing, archiving, post, answering the telephone and taking messages.
2. To be responsible for inputting and updating records both manually and electronically on multiple systems, including extracting basic information within set parameters.
3. To produce basic performance management reports.
4. Carry out basic audit and quality control of data input.
5. Copy typing from notes, including completing standardised templates.
6. To have an excellent understanding of your specific service from training provided in each area of our practices.
7. To deal with enquiries by telephone and face to face and ensure that they are dealt with effectively and efficiently, e.g. answering routine queries, signposting and taking messages where appropriate.
8. To carry out routine basic invoicing, creating purchase orders, handling of credit card to include making ad hoc purchase as requested.
9. Provide telephone cover and assistance for other teams as required.
10. Input data accurately onto a range of different systems and to populate and create basic spreadsheets

11. Take basic notes at meetings for purposes within own team.
12. To provide basic facilities management – setting up rooms for meetings ensuring the required equipment and resources are available and assisting attendees.
13. Assist with the co-ordination of public information and literature, ensuring stock levels are maintained and in date.
14. Perform diary management functions for officers in the authority including arranging and re-arranging meetings, room booking and organising refreshments.
15. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
16. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
17. Carry out your role in line with the Council's Equality agenda.
18. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
19. Any other duties of a similar nature related to this post that may be required from time-to-time.
20. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
21. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
22. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: October 2020

DARLINGTON BOROUGH COUNCIL

APPRENTICE HOUSING BUSINESS ADMINISTRATION

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

POST NO. POS000733

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	GCSE's Grade A to C including Maths and English (awarded pre 2017) GCSE's Grade 9 to 4 including Maths and English (awarded 2017 onwards) Functional Skills Level 2 in English and Maths	E	
	Experience & Knowledge		
2	An understanding of office systems and procedures	E	
3	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages.	E	
4	An understanding of the principles of the General Data Protection Act	E	
5	Previous office admin experience and knowledge of clerical systems and procedures		D
6	Reception/telephone experience		D
7	Experience of dealing with customers over the phone and face to face		D
	Skills		
8	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
9	Ability to organise own work with minimum supervision.		D
10	Ability to work as part of a team.	E	
11	Ability to work to a high degree of accuracy with attention to detail.	E	
12	Ability to communicate effectively both orally and in writing to a wide range of audiences	E	
13	Ability to receive, record and relay information/messages accurately	E	
	Personal Attributes		
14	Flexibility, willingness and motivation to expand knowledge and experience.	E	
15	Ability to maintain confidentiality	E	
	Special Requirements		
16	Ability to demonstrate a commitment to customer care	E	
17	Must be prepared to undertake and complete study towards NVQ Levels 2/3 in Customer Services/Business Admin	E	
18	The ability to communicate at ease with customers and provide advice in accurate spoken English'	E	
19	Capable of working in environments where contact with vulnerable people is likely. Ability to be able to deal with vulnerable clients.	E	