

Newcastle City Council Job Description

Post Title: Traineeship – Business Support
Grade: National Minimum Wage applicable
Job Purpose: To undertake a work experience and learning placement in Business Support lasting between 12 weeks & 1 Year.
Main Duties: The following list is typical of the duties the trainee will be expected to perform. Other duties of a similar nature and level may be required from time to time.

- 1 Assist in the provision of business and administrative support services across the Council. This may include but is not limited to the following tasks:
 - a. assist with the maintenance of information systems, accurate records and up to date filing systems as directed.
 - b. deal with enquiries in line with our laid down procedures and protocols.
 - c. assist with the collation and production of management information as needed.
 - d. sort, distribute and dispatch correspondence in line with our procedures and protocols.
 - e. provide a professional and courteous reception service as needed.
- 2 Use and maintain necessary tools and equipment in accordance with applicable codes of practice, including ICT systems, record keeping, and manual processing systems where applicable.
- 3 Follow supervisor/mentor instructions at all times and ensure work is carried out to a high standard whilst under supervision.
- 4 Attend off the job training to improve functional skills in maths and English if required, and complete all required work within target timescales as set out by college staff and tutor instructions.
- 5 Attend reviews and report learning progress as required.
- 6 To assist in maintaining a healthy, safe and secure environment and to act in accordance with all placement policies and procedures.
- 7 Promote and implement equal of opportunity in all aspects of employment and service delivery.