Apprenticeship role details

Role description:	Apprentice Business Support Officer - General	
Role profile family:	Business Support	
Role profile number and grade:	AP00-0001 based upon RD BS04-0001(attached)	Apprentice rate of pay below relevant to apprentice level and age of postholder
Number of posts:	1	
Reports to:	Line manager	

Apprenticeship Overview

Advanced Level 3 Business Administrator (equivalent to two A-level passes)

- 15 - 18 month agreement
- Level 3 Diploma in Business Administration

Functional skills level 2 in Maths & English

Apprenticeships rates of pay		
Age under 18 L2 & L3	Age 18 – 20 L2 & L3	Age 21 + L2 & L3
£7. 55 ph	£10. 00ph	£12. 21 ph
£ 14, 526	£19, 240	£23, 492
Increase in line with NMW	Increase in line with NMW	Increase in line with NMW

Requirements during apprenticeship in relation to role.

- In addition to the qualifications, knowledge, and skills required for roles at this level, this role requires:
    - You must be 16 or over
    - You must be living in England and not taking part in full-time education

Essential Criteria for the Apprenticeship

- Good communication skills (Both verbal and written)
- Able to pay close attention to detail and accuracy.
- IT skills - competent with a variety of Windows based software packages including Microsoft
- Word & Excel
- Positive – Can do attitude
- Ability to work under pressure
- Resilience
- Experience of having high levels of accuracy and attention to detail
- Ability to work under pressure
- Good time management and organisational skills

- At the end of the apprenticeship, you will be able to demonstrate the specific qualifications, knowledge and skills required for this role and as detailed in the person specification of the attached role description.

- Upon successful completion of the apprenticeship you will move to the role and grade of the attached role description of BS04-0001, salary range £24, 404 - £25, 183 pa.

Job family	**Business Support**	**Role profile number**	**BS04-0001**	**Grade D**

Job purpose: Carry out a range of administrative duties which will support the successful delivery of relevant services to internal and external customers.

Grade D posts are higher in 'Decisions' with the requirement to resolve problems within a range of established solutions. Posts at this level are also higher in 'Work Demands' with the requirement to manage competing demands and work priorities. Posts at this level require the ability to undertake a range of tasks involving the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.

Factor	**Relevant Job Information**
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	GCSE A - C or equivalent experience/skills ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	Experience which demonstrates ability to undertake role. An understanding of relevant procedures and working practices. Excellent ICT skills including use of Microsoft applications and specialist systems Verbal and written communication skills. An understanding of the need for accuracy and attention to detail.
Creativity and Innovation	Work on own to manage own activities. Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. The work follows systems thinking principles, procedures and standards. Using existing templates create basic documents and correspondence to customers from information provided. Schedule meeting, events and book rooms. Organise room layout and book catering.
Contacts and Relationships	Provide readily available information, giving practical assistance, answering simple queries. Signposting less straightforward requests/ queries. Be first point of contact on a range of queries from internal / external customers. Contact with colleagues, customers and members of the public. May be first point of contact where customers / visitors are being difficult.
Decisions – Discretion & Consequences	Work is carried out following current procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Collate, verify and prepare data for analysis. Process data following standard procedures. Take an active part in achieving team objectives to support the delivery of a specific activity.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy.
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

Generic RP content - not to be changed

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Business Support Assistant

Role profile family:	Business Support	
Role profile number and grade:	BS04-0001	Grade D
Reports to:	Line manager	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event-based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries
- Provide routine and standard advice and guidance on the Councils processes and procedures

Job Purpose

This is a support role which is provides a range of admin support to a team / service area. The postholder will undertake a range of admin-based tasks following readily understood procedures. Staff who undertake this role will be allocated to a service in the council, but there will be other staff on the same role in other teams across the council. Staff will be provided with the relevant on the job training to support the team.

Specific duties and responsibilities include:

- Provision of a full range of administrative duties; making and answering telephone, post distribution, filing, scanning, photocopying, routine finance, ensuring administrative procedures are followed and standards maintained.
- To make and answer telephone calls, deal directly and respond to difficult queries from members of the public, take accurate notes and pass information onto the relevant officer in a timely manner.
- To ensure all contacts/referrals are recorded accurately, using IT and manual systems. To progress, chase and track information to ensure all systems are maintained and updated.
- Undertake routine and regular checks on quality and accuracy of data being held, produce standard reports.

Specific requirements for this post:

This is a generic admin post and staff in this post may be deployed to support another admin team across the council that requires this level of manager. Movement to another team will only be undertaken when a reduction in admin resource is required in the current team and/or a priority need for admin resource is identified in another team. This is in line with the council's approach to an agile and flexible workforce. Any move will be undertaken in discussion with the member of staff.

The work content of this post involves having access to sensitive or personal information about children or vulnerable adults and therefore a DBS (Disclosure & Barring Service) check is required.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- GCSE A*-C / NVQ level 2 in administration or equivalent experience and skills
- Good IT skills
- Good listening, oral and literacy skills
- Ability to prioritise, organise own time and work to deadlines
- Ability to demonstrate a willingness to attend appropriate training and development
- Ability to maintain confidentiality
- Have good interpersonal skills
- Evidence of being part of a team
- Able to produce a good standard of written English
- Fully fluent in English

Desirable

- NVQ Level 3 in Administration, or Customer Care.
- Able to demonstrate an understanding of the work of public services and the specific service this role sits in
- Experience of operating financial processes, e.g., invoices and budget spreadsheets.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	☒
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	☐
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role. Employees should refer to the Corporate Driving at Work policy for further information.	☐

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	☐
This role is not politically restricted	☒

Professional fees and related occupational costs

As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	☐
This role does not have any professional or occupational membership requirements	☒

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an **Enhanced** DBS check before appointment can be confirmed.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a **Standard** DBS check	☒
The role requires a **Basic** DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	☐
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	☐

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	☐
This role is not subject to a BPSS check	☒

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 2***. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	☐
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 3***(*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	☐
This role is not subject to a NPPV check	☒

Safeguarding	
Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	☒