JOB DESCRIPTION

TITLE	**Business Admin Apprentice**
WORKING HOURS	**37**
DEPARTMENT	**Children Families and Education**
DIVISION	**Operational Services**
RESPONSIBLE TO	**Business Manager – Operational Services**
GRADE	**Apprentice**

PURPOSE OF POST:

An opportunity exists for an enthusiastic and dedicated person to join our busy team within the Customer and Commercial Services department.
This is an ideal opportunity for you to experience a wide range of administrative opportunities as a great start to a career in local government.

PRINCIPAL RESPONSIBILITIES

We are looking for someone who is co-operative and flexible and meets challenges with enthusiasm and confidence. You will be organised, able to plan ahead, be adept at managing demanding deadlines under pressure and have strong word processing and attention to detail skills. A good team player who uses their own initiative and innovation to help us improve our systems and processes would be an asset.

Duties will include:

- Preparation of paperwork to send to internal and external organisations
- Maintaining various databases, to enable monitoring of workloads, referrals to third parties and performance information
- Receive phone calls, e-mails and other correspondence from customers
- Dealing with queries and directing to correct department or service
- Arrange and typing up minutes and preparing agendas and sending meeting invites
- Receiving and collating information generated through the department
- General office duties, e.g. filing, printing, photocopying, incoming and outgoing post
- Telephone responsibility as and when required
- Additional duties as and when required

Full training will be provided.

CONTEXT & PROGRESSION

Luton Borough Council provides a wide range of services for the people of Luton.

There will be an opportunity to undergo further training in order to be able process customers applications for council tax reduction/housing benefit and council tax billing accounts.

Person Specification: Business Admin Apprentice

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected
Desirable (D): useful for choosing between two good candidates

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	**Essential**	**How Measured**	**Desirable**	**How Measured**
Experience	Experience of effective team work Experience of working on own initiative	1	Experience working in an office environment	1, 2
Skills and Abilities	Good interpersonal skills. Ability to communicate effectively with people at all levels in a courteous and tactful manner. Good written communication skills: ability to draft emails and reports with a good standard of spelling and grammar. Ability to organise and prioritise work Able to effectively use various IT systems	1, 2 1, 2, 5 1,2 1,2		
Equality Issues	Knowledge of equality issues	1,2	Able to recognise common forms of discrimination and to report this if detected	2
Specialist Knowledge	Understand the organisation's internal policies and key business policies relating to sector.	1,2		
Education and Training	Able to commit to relevant apprenticeship training including Functional Skills if required	1,2,4	GCSE grades A* - C in English and Maths or equivalent	
Other Requirements				

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of their work in particular those relating to:
(i) Equal Opportunities
(ii) Health and Safety
(iii) Data Protection Act (2018) & General Data Protection Regulations (2018)