**Job Description**

**Level 3 Business Administrator Apprenticeship**

**Role Profile** Level 3 Apprenticeship

**Service/Team** Customer, Arts & Property / Business Support

**Reports to** Business Support Manager / Team Leader

**Responsible for**

**Number of posts**

**Post number**

**Career Grade**

|  |
| --- |
| **My job** **improves the quality of life for the people of Bournemouth, Christchurch and Poole by** supporting the provision and delivery of efficient and effective business support to service teams to help people lead active, healthy and independent lives. |

**Role Purpose**

To assist and support the provision of effective and efficient business support whilst developing experience, personal skills and competencies.

**Accountabilities**

* Relay feedback and comments and contribute to proposals for improvements to current working methods.
* Personal duty of care in relation to equipment and resources.
* Assist and support teams, including face to face, telephone, letter and email.
* Develop skills and competencies in general office duties and learn how to work with suppliers and partners to complete tasks.
* Maintain records using MS Office including Teams, Word, Excel and other systems.
* Assist with processes designed to ensure we meet our obligations to our employees
* Undertake research and analysis including the ability to collect and analyse data from various sources, presenting these to officers in a range of formats.
* Manage requests to produce reports, project updates, presentations, survey and consultation materials.
* Assist with the collation of data, information and feedback.
* Attend meetings and training as required.
* Organise meetings, send out agendas and associated papers, type up minutes from recordings using MS Outlook and MS Teams.
* To undertake such other duties as may be required from time to time commensurate with the level of the post.
* To complete the apprenticeship training by attending college during term time, and to complete the agreed qualification to a satisfactory standard.
* To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements including the Equality Act 2010, the Health and Safety at Work etc Act 1974 and the Data Protection Act 2018.

**Knowledge/Skills/Experience Required**

**Essential:**

* Ability to adapt to business needs
* Ability to follow instructions and question where necessary
* Ability to pay attention to detail
* Ability to work effectively as part of a team
* Demonstrates good communication skills
* Ability to read, compose and understand reports
* Ability to understand and manage confidential information
* Demonstrates good knowledge of the internet and how to research
* Has a flexible and positive attitude to work
* Has the desire and potential to work in business support
* Ability to be courteous, tactful and diplomatic when interacting with customers
* Demonstrates a commitment to attending and successfully completing relevant apprenticeship training
* Values and uses the knowledge, skills and experience of others
* Is open to new ideas and willing to change and adapt
* Ability to see when mistakes have been made and willingly learn from them effectively

**Desirable:**

* Good keyboard skills with knowledge of MS Office including Word, Excel, Outlook, Powerpoint and Teams
* Understanding customer service requirements
* Confidently handles challenging situations

**Personal Qualities & Attributes**

* Professional attitude
* Emotional intelligence
* Calm under pressure
* Team worker
* Flexible can-do attitude
* Initiative required with scope to make decisions within clear parameters

**Job Requirements**

* DBS check