

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 bespoke 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.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

Knowledge/Skills/Experience Required

Essential:

- Good keyboard skills with knowledge of MS Office including Word, Excel, Outlook, Powerpoint and Teams
- Ability to adapt to business needs
- Ability to follow instructions and question where necessary
- Ability to pay attention to detail with high accuracy and data input
- 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, mandatory and other development 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 to learn from them effectively

Desirable:

- Understanding customer service requirements
- Confidently handles challenging situations

Personal Qualities & Attributes

- Professional (integrity and work ethic) 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
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

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