

# Level 3 Business Administrator Apprenticeship Job Description

## Role Purpose

This is an entry level role aimed at bringing new talent into the organisation and offering a development opportunity to someone in our community.

The focus of this apprenticeship will be on:

* Supporting the work of the council by contributing to the delivery of services and projects allocated and supported by a supervising manager
* Learning the knowledge, skills and behaviours required of the role
* Completing a programme of study at level 3 which is relevant to the role
* Learning to model Surrey County Council’s Values
* Carrying out the role with enthusiasm, integrity and professionalism
* Demonstrating strong verbal and written communication skills
* Showing initiative by organising and managing own priorities and time
* Delivering an excellent support service to the team and our customers
* Following established administrative processes and looking for ways to improve them
* Please do not use this section to list all duties. Instead focus on what is required rather than how the job is done.

**IDEALLY THIS SECTION SHOULD NOT BE LONGER THAN HALF A PAGE**

## Work Context

The Leadership and Talent team lead and manage Surrey County Council’s Early Careers programme, this includes Apprenticeships, Work Experience and T-Level opportunities. Our customers are our employees, schools, colleges, training providers, work experience students and potential apprentice applicants. This role will support the team by carrying out varied administrative duties to support delivery of our programmes.

Our team, work both from home and in our offices based in Reigate and Woking. You will be expected to work predominantly in the Woking office but will also be able to work from home if possible and as agreed with your line manager. Some travel to other locations within Surrey will be required to support careers events.

**One or two paragraphs is sufficient**

## Representative Accountabilities

* Undertake a course of studies and develop a broad range of skills within the requirements of the service to achieve a nationally recognised Apprenticeship
* To develop a working knowledge of Surrey County Council’s policies and procedures in line with the requirements of the Apprenticeship standard
* Provide high standards of performance to ensure that the service continues to operate efficiently and effectively
* Under supervision work closely with other team members to assist in a range of projects and service developments.
* Through personal example promote the values and behaviours (including equalities) that underpin the Council’s organisation strategy.
* Support and communicate with internal colleagues and training providers in relation to early careers and apprenticeship queries.
* Maintain and look for ways to improve administrative processes.
* Update and analyse data and information using a variety of IT systems and software.
* Assist with planning and organising meetings, workshops and events
* With support, represent Surrey County Council at Career Events aimed at schools and colleges to promote early career opportunities using your own lived experience.
* Act as the committee leader for the new internal Career Starter Apprentice Network
* Take responsibility for initiating and completing tasks, manage priorities and time to successfully meet deadlines.
* Duties for all
Values: To uphold the values and behaviours of the organisation.
Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.
Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.
To have regard to and comply with safeguarding policy and procedure as appropriate.

## Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics

* Ability to work towards and achieve a level 3 apprenticeship
* Educated to GCSE level (or equivalent)
* GCSE 9-4/A\*-C in Maths (or equivalent) or ability to work towards level 2 maths
* GCSE 9-4/A\*-C in English (or equivalent) or ability to work towards level 2 English

## Details of specific qualifications and/or experience required for role in line with role outputs

You will support the work of the Early Careers Team by using your own lived experience of careers guidance and opportunities

We are looking for a team player who has a flare for planning and organising. Someone enthusiastic about learning and who values the opportunity to support young people in Surrey. You will have skills in written and verbal communication and be keen to develop these skills further within a business context.

We’re open to and encourage applications from individuals from all backgrounds and those with additional needs, please do contact us at apprenticeships@surreycc.gov.uk to discuss further**.**

Use this section to add any specific qualifications or experience required for this role. This may include an interest in a specific sector or field. If not applicable please mark n/a.

## Role summary

Roles at this level typically work as part of a team performing routine duties to support the team. They will usually have little prior knowledge or experience and will be interested in pursuing a career in the organisation but require training. Tasks are generally straightforward within established routines and procedures and under regular or direct supervision, and training is provided for more complex tasks. There is a need to plan and prioritise work and training activities. They are given the opportunity to learn about a range of activities and procedures, developing capabilities though learning on the job and/or formal study.