# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Apprentice Business Administration Level 3

# Department: Children Services, Education Division

# Grade: [Apprentice level 3](https://www.eastsussex.gov.uk/jobs/benefits/apprentices-pay-ranges)

# Responsible to: Office Manager and/or Senior Business Administrator

# Responsible for:

# Purpose of the Role:

Provide administrative support so that colleagues are assisted to deliver services to the public. To contribute to meeting team priorities while maintaining own professional development.

# Key tasks:

1. Have an understanding of how to undertake administrative tasks, such as photocopying, fax transmissions, processing mail, maintaining filing systems, archives and resource libraries and updating information.
2. Have a working knowledge of Microsoft applications such as Outlook, Word and Excel.
3. Answer the telephone and liaising with staff, clients and other agencies to assist in the delivery of services.
4. Following guidance in dealing with correspondence and producing reports from written documents.
5. Learn to accurately input data into computerised systems, databases and spreadsheets and process and retrieve data as necessary.
6. Liaise with staff, clients, and other agencies, to share information where appropriate, ensuring that council procedures are properly followed.
7. Develop the skills to minute, produce and distribute accurate records of meetings.
8. Administer petty cash, travel, warrants, etc, within departmental standards.
9. Developing the skills to dminister financial processes, including collection and distributions of monies and banking, processing invoices, arranging countersignature and payments.
10. Order and maintain stocks of relevant stationery and forms, with the agreement of the Administration Co-ordinator.
11. Learn to provide support to individual managers as required, including diary management, travel planning, arranging and supporting events and arranging and servicing meetings.
12. Learn to contribute to the organisation of an event
13. Learn how to develop a presentation
14. Learn how to answer and resolve an issue for staff, customers or other agencies.
15. Learn to manage professional development and prioritisation of workload to include training time required to achieve relevant apprenticeship qualification.
16. Undertake Level 3 apprenticeship training framework in Business Administration or Customer Service, in accordance with the framework most relevant to the role.

# PERSON SPECIFICATION

# Essential education and qualifications

* Educated to GCSE level or equivalent including Maths and English
* N.B. For the purposes of enrolment on to the apprenticeship training course, we cannot accept applications from candidates with a qualification equal to or above in a related subject, or with more than 12-24 months of work experience in an administration role’.

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Word processing skills.
* Ability to effectively organise own workload
* Ability to accurately input and check data
* Ability to communicate effectively
* Ability to check for accuracy and give attention to detail.
* Ability to work in a team.
* Able to converse at ease with customer and provide advice in accurate spoken English
* Working knowledge of Microsoft Office (in particular Outlook, Word and Excel)
* Awareness of the role of an administrator and the function of the team the role supports
* Ability to use own initiative.
* Good interpersonal skills
* Commitment to personal and professional development
* Good personal organisation skills.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

* Knowledge of spreadsheets, word processing and databases.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |