



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

JOB TITLE: Apprentice Business Administration Level 3

DEPARTMENT:

LOCATION:

GRADE: [Apprentice level 3](#)

RESPONSIBLE TO:

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. Undertake administrative tasks, such as photocopying, fax transmissions, processing mail, maintaining filing systems, archives and resource libraries and updating information.
2. Use of Microsoft applications such as Outlook, Word and Excel.
3. Answering the telephone and liaising with staff, clients and other agencies to assist in the delivery of services.
4. Produce correspondence and 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. Minute, produce and distribute accurate records of meetings.
8. Administer petty cash, travel, warrants, etc, within departmental standards.
9. Administer 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 framework is most relevant to the role.

EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

Essential key skills and abilities

These criteria will be assessed at the application and interview stage

- 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

Essential education and qualifications.

These criteria will be evidenced via certificates

- 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 knowledge

These criteria will be assessed at the application and interview stage

- 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

Desirable knowledge

These criteria will be assessed at the application and interview stage

- Knowledge of spreadsheets, word processing and databases.

Other essential criteria

These criteria will be assessed at the application and interview stage

- Ability to use own initiative.
- Good interpersonal skills
- Commitment to personal and professional development
- Good personal organisation skills.

Date (drawn up): October 2020

Name of Officer(s) drawing up person specifications: MK

Job Evaluation Reference: n/a

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