1. JOB TITLE

Job Title: Apprentice **Reports to:** Manager

Service: Adult Social Care

2. JOB PURPOSE

This is a junior role, which will support a programme of work, study and training designed to develop the skills and abilities of the apprentice to achieve a nationally recognised qualification.

The apprentice will support the work of the county council by participating in and contributing to the delivery of services and projects allocated and supported by the supervising manager.

The right candidate should be willing to undertake a programme of work, study and training designed to develop the skills and abilities of the apprentice to achieve a level 2 or 3 business administration qualification.

3. PRINCIPAL ACCOUNTABILITIES:

1. Undertake a course of studies and develop a broad range of skills within the requirements of the service to achieve a nationally recognised Apprenticeship or another qualification.
2. To develop a working knowledge of Surrey County Council's employee rights and responsibilities in line with the requirements of the Apprenticeship framework or agreed qualification.
3. Provide high standards of performance ensuring confidentiality, to ensure that the service continues to operate efficiently and effectively.
4. Under supervision work closely with other team members to assist in a range of projects and service developments.
5. Through personal example promote the values and behaviours (including equalities) that underpin the organisational strategy of the County Council.

4. WORK CONTEXT

There are a number of apprenticeship opportunities in our frontline social care teams. The apprentice will be responsible to the team manager and will be required to carry out a range of duties to develop skills and confidence. We need the apprentice to be a team player and have a mature outlook and a 'can do attitude. Whilst working closely with a buddy / mentor we encourage innovative thinking and an enthusiasm for learning.

As a business administration apprentice you will be based in either one of our frontline social care teams or one of our business support teams. Your role will include working closely with the senior administrators and also a number of other key stakeholders. Your role will be varied and give you an excellent insight into how a large organisation functions. Day to day task will include supporting the team function and working closely with team members to ensure processes are as effective and efficient as possible. The role may also offer chances to be involved in specific project work.

5. DIMENSIONS

Financial:	**Non-Financial:**
None	Under supervision you may be required to liaise with Surrey County Council managers and employees in a helpful and sensitive manner.

6. PERSON SPECIFICATION

Education, Training and Work Qualifications

Essential:	**Method of Assessment**
• Able to work towards an Apprenticeship or agreed qualification • Key or Functional Skills Level 1 or 2 **OR** • 2 GCSE Grade A-C or equivalent In some cases completion of Entry to Employment will be acceptable.	Application Form

Knowledge

Essential:	
The main requirement is a willingness to learn and the motivation to succeed	Interview

Skills and Abilities

Essential:

• IT literate- able to use information, communication and office technology • Skills and abilities to communicate with others appropriately within the work context • Able to work quickly and accurately ensuring attention to detail • Prepared to follow instructions	Application form & Interview

Relevant Experience

Essential:

• Ability to work with others to improve customer service • Able to demonstrate experience of participating in project work • Able to demonstrate sound interpersonal skills and sustain effective relationships	Interview

Other Requirements

Essential:	**Method of Assessment**
• Self motivated • Creative approach to problem solving • Ability to work under own initiative • Reliability, commitment and punctuality	Interview