

## Job Description

# Basildon Borough Council Apprentice

*Final*

*April 2018*

<b>POST:</b>	Basildon Borough Council Apprentice
<b>SERVICE:</b>	Various
<b>SECTION:</b>	Various
<b>BAND:</b>	1
<b>REPORTS TO:</b>	Line Manager
<b>RESPONSIBLE FOR:</b>	N/A
<b>TYPE:</b>	Mobile worker in the office

All Council posts are covered by National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

## **MAIN PURPOSE**

This is a generic job description for the Basildon Borough Council Apprenticeship Scheme.

This role incorporates study and completion of the NVQ Level 2 in Business Administration or Customer Services whilst working in a specific department during the one year fixed term placement.

## **GENERAL INFORMATION**

Localised variations to this job description may occur dependent upon placements during the one year fixed term period.

## **DUTIES**

1. To provide a range of clerical duties including photocopying, sending faxes, filing, message taking, sorting and distributing post etc.
2. To respond to routine correspondence and enquiries from members of the public, suppliers and other staff.
3. To deal with all customer contact effectively, and courteously, in line with the Authority's policies and procedures.
4. To maintain manual and computerised systems including inputting data, keeping records, statistics, confidential and general filing systems as directed.

5. To organise meetings and events, ensuring that all necessary arrangements are made.
6. To contribute to corporate initiatives, such as the ongoing development of the Investors in People initiative.
7. To study towards and complete the NVQ Level 2 in Business Administration or Customer Services.
8. Apply and actively promote the principles of the Organisation's Equal Opportunities Policy in all areas of employment and service delivery.
9. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
10. Undertake all the duties within the framework of Equal Opportunities.
11. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

## PERSON SPECIFICATION

<b>Position Title:</b>	<b>Basildon Borough Council Apprentice</b>	<b>Date Prepared:</b>	<b>6<sup>th</sup> April 2018</b>
<b>Department:</b>	<b>Various</b>	<b>Band:</b>	<b>1</b>

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE</b>			
1.1	In accordance with Government Guidelines, you will need to be aged 16-24 (at the point of starting the scheme) to qualify for this position.	✓		<b>AF/I/T</b>
<b>2.</b>	<b>KNOWLEDGE</b>			
2.1	Good IT skills with knowledge of a range of different computer packages e.g. Word, Excel and PowerPoint etc.	✓		<b>AF/I</b>
2.2	Well organised with the ability to work to tight timescales and demonstrate attention to detail.	✓		<b>AF/I/T</b>
2.3	Good communication and interpersonal skills to effectively deal with a wide range of customers, contractors and other members of staff.	✓		<b>AF/I/T</b>
2.4	Ability to work individually and as an effective team member.	✓		<b>AF/I/T</b>
2.5	An understanding of the need to deal with customers sensitively and to keep information confidential.	✓		<b>AF/I/T</b>
2.6	Ability to take on individual project work and demonstrate initiative.	✓		<b>AF/I</b>
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>RELATING AND NETWORKING</b>			
2.1	<ul style="list-style-type: none"> <li>Establishes good relationships with customers and staff</li> <li>Builds wide and effective networks of contacts inside and outside the organisation</li> <li>Relates well to people at all levels</li> <li>Manages conflict</li> <li>Uses humour appropriately to enhance relationships with others</li> </ul>	✓		<b>T</b>
	<b>PLANNING AND ORGANISING</b>			
2.2	<ul style="list-style-type: none"> <li>Sets clearly defined objectives</li> <li>Plans activities and projects well in advance and takes account of possible changing circumstances</li> <li>Manages time effectively</li> <li>Identifies and organises resources needed to accomplish tasks</li> <li>Monitors performance against deadlines and milestones</li> </ul>	✓		<b>T</b>
	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b>			
2.3	<ul style="list-style-type: none"> <li>Focuses on customer needs and satisfaction</li> </ul>	✓		<b>T</b>

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> <li>• Sets high standards for quality and quantity</li> <li>• Monitors and maintains quality and productivity</li> <li>• Works in a systematic, methodical and orderly way</li> <li>• Consistently achieves project goals</li> </ul>			
2.4	<b>FOLLOWING INSTRUCTIONS AND PROCEDURES</b> <ul style="list-style-type: none"> <li>• Appropriately follows instructions from other without unnecessarily challenging authority</li> <li>• Follows procedures and policies</li> <li>• Keeps to schedules</li> <li>• Arrives punctually for work and meetings</li> <li>• Demonstrates commitment to the organisation</li> <li>• Complies with legal obligations and safety requirements of the role</li> </ul>	✓		T
2.5	<b>COPING WITH PRESSURES AND SETBACKS</b> <ul style="list-style-type: none"> <li>• Works productively in a high pressure environment</li> <li>• Keeps emotions under control during difficult situations</li> <li>• Balances the demands of work life and personal life</li> <li>• Maintains a positive outlook at work</li> <li>• Handles criticism well and learns from it</li> </ul>	✓		T
2.6	<b>ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES</b> <ul style="list-style-type: none"> <li>• Accepts and tackles demanding goals with enthusiasm</li> <li>• Works hard and puts in longer hours when it is necessary</li> <li>• Identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities</li> <li>• Seeks progression to roles of increased responsibility and influence</li> </ul>	✓		T
3.	<b>EDUCATION AND TRAINING</b>			
3.1	GCSE's A-C including Maths and English (or equivalent)		✓	AF/T
3.2	Willing to undertake NVQ whilst working full time	✓		AF/I