



Role Profile

MODERN APPRENTICE BUSINESS SUPPORT ASSISTANT

Reference No.	A3936	Type	Generic
Service	Business Support		
Job Family	Admin and Clerical 3	Grade	FC3 50% Year 1 80% Year 2

Purpose

The apprentice will work, under supervision, to provide an efficient business support service in a professional manner in line with business requirements.

The duration of the apprenticeship will be 2 years. During this period the apprentice will undertake training towards a Business Administration qualification framework.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

- Under supervision providing a comprehensive business support service by using computer systems and processes to support service delivery including:
- Data/word processing using Word, Excel, PowerPoint etc. generating letters and responses for signature and/or issue and spreadsheets, checking quality of output and advising on layout and presentation if required.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

- | | E | D |
|---|---|---|
| Minimum 3 Standard Grades at general level 3/4, to include English and Maths OR 3 Intermediate 1's, to include Maths and English OR equivalent Core Skills at SCQF level 4 OR 3 National 4s, to include English and Maths | ✓ | |
| Ability to provide a regular and effective service | ✓ | |

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<ul style="list-style-type: none"> • Preparing and distributing documentation using Microsoft office packages and Outlook email system. • Financial transactions using the Council's financial systems e.g. Oracle, Ash Debtors, LAGAN. • Printing, scanning, copying, mail handling and other general administrative duties. • Attending meetings either as an individual or to represent the team or to take notes of meetings. Assist in the arrangement and organisation of diary appointments. • Customer contact duties – dealing appropriately with personal and telephone caller's e.g. providing routine information from computerised information systems. Where possible respond directly to enquiries from other Services or contacts, if unable to resolve pass enquiry to relevant member of staff/team. <p>The apprentice will be part of a team providing support to Council Services.</p>	<p>Experience of working in an office using current computer-based applications to carry out a range of duties.</p> <p>Confident user of IT applications, showing ability to use packages effectively</p> <p>Experience of non-standard corporate systems</p> <p>Numerical skills</p> <p>Attention to detail</p> <p>Time Management skills</p> <p>Experience of creating, formatting and updating documents</p> <p>Experience of maintaining confidentiality</p> <p>Ability to work as part of a team</p> <p>Good Communication Skills</p> <p>Flexible working approach</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p>Although the apprentice is expected to complete tasks the Team Co-ordinator/Lead Officer will have direct responsibility for allocating and where required, prioritising the day-to-day work of the apprentice. The apprentice's Development Worker will provide ongoing support in relation to completion of Business Administration qualification framework. They will also act as a link person between apprentice, Team Co-ordinator/Lead Officer and qualification Training Provider.</p>			

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General day to day contacts for the apprentice will include all levels of Service employees as well as members of the public and external organisations, either in person or over the phone.			
The apprentice must achieve milestone targets related to completion of Business & Administration framework as agreed on an individual Training Plan. Failure to meet these targets may result in the termination of the apprenticeship post.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Job Title (Specialists Tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.