

**GREENWICH DIRECT APPRENTICESHIP
JOB DESCRIPTION**

JOB TITLE	GDA Apprentice Administrative Assistant
DEPARTMENT	Place and Growth
DIVISION	Skills Team
SECTION	Adult Community Learning
SALARY	Scale 1 - SCP 3
REPORTS TO	ACL Curriculum, Contract and Funding Manager

Purpose of Placement:

To work in a supported learning environment to develop the skills and knowledge which will assist the apprentice to complete their qualification and secure future employment and progress in their career in the future.

This apprenticeship opportunity will provide valuable work experience in administration. It will meet the needs of both the organisation and qualification criteria. Under supervision the apprentice will provide day-to-day support and assistance in basic areas of work undertaken by the team. The apprentice will be released from the workplace to attend college as required and will be expected to undertake all necessary studies to achieve the formal qualification which is part of the Government's apprenticeship framework.

Purpose of Job:

To be an active member of the Adult Community learning (ACL) team, providing administrative support to the programme.

Accountable to the ACL Curriculum, Contract and Funding Manager for the efficient and effective provision of the adult community learning and skills services to the Directorate.

Main Duties:

Personal Development:

- 1) To undertake a varied programme of work experience and practical training leading to a recognised apprenticeship qualification in Administration as part of an apprenticeship programme
 - 2) To actively participate in their own development plan, which will be agreed with the line manager and the assessor from the training provider. To undertake the requirements of the academic element of the apprenticeship (e.g. attendance at college and completion of academic work). A minimum of 20% of working week must be allocated to this.
 - 3) Regularly attend and meet the needs of the college and qualification by meeting deadlines, action plans and being prepared and available for observations in the workplace.
 - 4) To apply learning from apprenticeship qualification into workplace.
- To maintain and keep up to date basic knowledge of legislation, regulations, guidance, policies and procedures relevant to the post and use of basic equipment.

Professional Duties:

The apprentice will be expected to:

- 5) As allocated by your line managers, perform a range of basic administrative duties which include specific tasks related to the formal qualification.
- 6) Work with colleagues, taking instruction, making notes and meeting the basic needs of the team.
- 7) Deal politely with customers, clients and residents. After training, be able to deliver an acceptable level of customer service.
- 8) Handling calls made to the service/team, logging the calls and ensuring all the necessary information is gathered from the caller. Dealing with basic queries and directing all other calls to the appropriate team member/service.
- 9) Provide basic administrative advice and information to customers, clients and residents by telephone, email or in person.
- 10) Undertake general administrative duties including filing, photocopying, etc.
- 11) Use and maintain equipment safely following training and instructions from your supervisor
- 12) Be responsible for equipment on site, ensuring all equipment is left safe and returned to the office or classroom at the end of the day.

Team Specific tasks:

- 13) Under direct supervision to learn about and work towards undertaking duties related to Administrative Assistant. Throughout the Apprenticeship programme to assist senior staff in the following duties:
 - a) Create and update customer records on the database systems, inputting accurate information and providing data and reports
 - b) Monitoring actions and supporting the efficient delivery of service to customers.
 - c) Order and storing equipment, stationery and other items as required by the service manager.
 - d) Meeting room booking support
 - e) Photocopying, and scanning of documents.
 - f) Receiving and sorting deliveries and answering queries.
 - g) Dealing with incoming and outgoing post and telephone enquiries
 - h) Deal with archiving of records, retrieving and sending back files.

General:

- 14) To attend and participate in team meetings, supervision and the Council's Performance Review and Development Scheme (PDC).
- 15) To attend and participate in relevant/mandatory training and other events.
- 16) To use IT systems to carry out duties in the most efficient and effective manner.
- 17) To participate in cover arrangements across teams as directed by the team manager.

- 18) To ensure that all work complies with Council policies, procedures and financial frameworks; and that statutory obligations under the Care Act and other social care legislation are met.
- 19) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR legislation, the Council's Equal Opportunities and Customer Care policies, and the New Technology agreement.
- 20) To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 21) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.
- 22) To undertake any other work appropriate to the level and general nature of the post's duties.

Reports to: ACL Curriculum, Contract and Funding Manager



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PERSON SPECIFICATION**

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The person specification is an overview of the skills, knowledge and experience required to carry out the job. It will be used to draw up the short-listing and interview process for this post. You should demonstrate on your **application form** how you meet each of the following essential criteria. **Please ensure that you address each of the criteria as this will be used to assess your suitability for the post.**

Shortlisting Criteria: Essential (E) criteria assessed via application should be used to shortlist. Desirable (D) criteria will be assessed at Interview/test stage.

Criteria	E/D
Knowledge	
1) Able to meet the entry requirements of the Apprenticeship programme and to attend and undertake the studying and coursework required to complete the course.	E
2) Basic knowledge of administration tasks, GDPR and confidentiality	D
Skills and Abilities	
3) Commitment to completing apprenticeship qualification (and other relevant training) and able to attend work and college at the required times	E
4) Willingness to learn and follow instruction	E
5) Able to work as part of a team	E
6) Ability to work flexibly	E
7) Ability to communicate information clearly and concisely [both verbal and written], with good attention to detail	D
8) Interest in learning opportunities developing skills to improve the lives of residents	D
Experience	
9) Proven basic IT skills and ability to learn new systems	D
Equal Opportunities	
10) Understanding of and commitment to the Council's equal opportunities policies and staff values and ability to put into practice in the context of this post	E
11) Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	