

GREENWICH DIRECT APPRENTICESHIP JOB DESCRIPTION

JOB TITLE	GDA Apprentice – Energy and Business Support Apprentice
DEPARTMENT	Place and Growth
DIVISION	Capital Delivery and Investment
SECTION	Facilities Support Team
SALARY	£28,221 including LW (equivalent to SCP 2)
REPORTS TO	Head of Contracts and FM

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 Business Supports and Energy Management. 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 areas of work relating to managing facilities and energy within the corporate estate. 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 Energy and Business Support Team. Accountable to the energy and Business Support Manager for the efficient and effective provision of Energy and Business Support to the council.

Main Duties:

Personal Development:

- 1) To undertake a varied programme of work experience and practical training leading to a recognised apprenticeship qualification 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.
- 5) To develop their knowledge and expertise in the field of Facilities Management across a varied estate portfolio including the management, payment and processing of energy and utility accounts.

Professional Duties:

The apprentice will be expected to:

- 6) As allocated by your line managers, perform a range of Business and Energy Support duties which include specific tasks related to the formal qualification.
- 7) Work with colleagues, taking instruction, proactively resolving Admin related issues, and meeting the basic needs of the team.
- 8) Deal politely with Customers, Contractors, Suppliers and internal colleagues. After training, be able to deliver an acceptable level of customer service at all times.
- 9) Handling calls made to the energy and Business Support 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.
- 10) Support the Energy Payment Officer to record data, manage utility payment processes and resolve account issues.
- 11) Undertake general administrative duties including filing, photocopying, minute taking etc.

Team Specific tasks:

- 12) Under direct supervision to learn about and work towards undertaking duties related to Energy and Business Support. Throughout the Apprenticeship programme to assist senior staff in the following duties:
 - a. Process energy payments.
 - b. Daily responsibility for monitoring group emails and allocation as necessary.
 - c. Producing financial data on Excel
 - d. Assist Senior Management in respect of arranging and coordinating meetings.
 - e. Liaise with suppliers and contractors to manage council processes and admin tasks

General:

- 13) To attend and participate in team meetings, supervision and the Council's Performance Review and Development Scheme (PRADS).
- 14) To attend and participate in relevant/mandatory training and other events.
- 15) To use IT systems to carry out duties in the most efficient and effective manner.
- 16) To ensure that all work complies with Council policies, procedures and financial frameworks; and that statutory obligations under the Health and Safety Act.
- 17) 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.

- 18) 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.
- 19) 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.
- 20) To undertake any other work appropriate to the level and general nature of the post's duties.

Reports to: Energy and Business Support Manager

**GREENWICH DIRECT APPRENTICESHIP
PERSON SPECIFICATION**

JOB TITLE	GDA Apprentice Business and Energy Support Officer
DEPARTMENT	Place and Growth
DIVISION	Capital Delivery and Investment
SECTION	Energy and Business Support
SALARY	£28,221 including LW (equivalent to SCP 2)
REPORTS TO	Energy and Business Support Manager

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, incl. minimum numeracy and literacy standards.	E
2) Basic knowledge of Office 365	D
3) Basic understanding and/or interest Administrative Support	D
Skills and Abilities	
4) Commitment to completing apprenticeship qualification (and other relevant training) and able to attend work and college at the required times	E
5) Willingness to learn and follow instruction	E
6) Able to work flexibly as part of a team	E
7) Ability to communicate information clearly and concisely both verbal and written, with good attention to detail	D
Experience	
8) Proven basic IT skills and ability to learn new systems	D
Equal Opportunities	
9) 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
10) Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E