

GREENWICH DIRECT APPRENTICESHIP JOB DESCRIPTION

JOB TITLE	GDA Apprentice Business Administrator Level 3
DEPARTMENT	Housing & Safer Communities
DIVISION	Tenancy Services
SECTION	Caretaking Services
SALARY	Scale 1
REPORTS TO	Caretaking 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 Business 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 Caretaking team assisting in the provision of a range of high quality, customer focussed; administrative and business support tasks for Caretaking Service.

Accountable to the Caretaking Manager for the efficient and effective provision of Caretaking services to the Directorate.

Main Duties:

Personal Development:

- 1) To undertake a varied programme of work experience and practical training leading to a recognised Business Administration 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 maintain basic knowledge of legislation, regulations, guidance, policies and procedures and It systems relevant to the post.

Professional Duties:

The apprentice will be expected to:

- 6) As allocated by your line managers, perform a range of basic administration duties which include specific tasks related to the formal qualification.
- 7) Work with colleagues, taking instruction, making notes and meeting the basic needs of the team.
- 8) Deal politely with residents, Councillors, contractors and Royal Greenwich colleagues. After training, be able to deliver an acceptable level of customer service at all times.
- 9) 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.
- 10) Provide basic Caretaking advice and information to residents, Councillors, contractors and Royal Greenwich colleagues, by telephone, email or in person as part of the back-office team.
- 11) Undertake general administrative duties including, but not limited to filing, minute taking, data input, photocopying and email correspondence.

Team Specific tasks:

- 12) Under direct supervision to learn about and work towards undertaking duties related to Business Support Assistant. Throughout the Apprenticeship programme to assist senior staff in the following duties:
 - a) Monitoring service requests and supporting the efficient delivery of service to customers.
 - b) Update records on the Council's database systems, inputting accurate information and providing data and reports as required
 - c) Note taking at meetings
 - d) Booking meeting rooms
 - e) Photocopying, scanning and shredding documents
 - f) Dealing with the Caretaking email inbox
 - g) Dealing with telephone enquiries
 - h) Logging communal repairs

General:

- 13) To attend and participate in team meetings, supervision and the Council's Performance Review and Development Scheme (PDCs).
- 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 participate in cover arrangements across teams as directed by the team manager.
- 17) To ensure that all work complies with Council policies, procedures.
- 18) 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.

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

Reports to: Caretaking Manager

GREENWICH DIRECT APPRENTICESHIP 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, [incl. minimum numeracy and literacy standards].	E
2) Basic knowledge of office work 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 office administration	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.	E

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