



Role Profile	
Career family	People Care
Professional pathway	Commissioning
Professional pathway level	Apprentice (7d)
Associated job summary overviews	Brokerage Apprentice / Quality Improvement Apprentice
Grade / Grade range	4
Reference number	ROP-HESC-7C-APP

Purpose

Assisting with day-to-day tasks, learning from experienced colleagues, and contributing to projects under supervision while undergoing on-the-job training and professional exams for their apprenticeship. Work towards achieving relevant qualification as part of the apprenticeship scheme, that supports a long-term career development.

Corporate accountabilities

- Demonstrate professionalism at all times and embrace matrix working with colleagues and partners, removing silos.
- Gain good understanding of your role and acquire relevant professional training and work experience to deliver high performance.
- Be proactive in learning, taking ownership of development and growth by positively receiving and acting on feedback.
- Prevent or mitigate risks, including risks to health and wellbeing.
- Be innovative - and contribute by sharing ideas within your area of work.
- Communicate clearly and effectively with colleagues and customers.
- Act as an Equality, Diversity and Inclusion (EDI) role model, taking responsibility for learning about EDI and promoting an inclusive working environment.
- Seek to enhance the health and wellbeing of yourself and others.
- Support improved environmental performance within your team by being conscious of the impact of activities on the environment and climate.
- Adhere to contract and financial policies, procedures and timelines to ensure the Council's transactions, commitments, contracts, and essential accounting information are recorded completely, accurately, and promptly.

Professional pathway accountabilities

- Engage in continuous learning and professional development, staying updated with the latest developments in the area of expertise in accordance with apprenticeship requirements.



- Undertake a range of assigned tasks under regular supervision.
- Assist in solving problems and issues that arise during project implementation, referring complex matters to more senior levels.
- Gain knowledge of regulations, standards, and processes in their area of work.
- Receive on-the-job training and successfully complete professional qualifications/training.
- Ensure accurate and timely entry of data into relevant systems and databases.
- Handle enquiries and provide information to internal and external stakeholders in a professional manner.
- Manage communications on behalf of executives, including drafting emails and letters.

Essential skills, knowledge and experience required

Knowledge of regulations, standards, and processes in the relevant area of work

Reacting and responding to assigned tasks and issues

Good communication skills

Good literacy and numeracy skills

Proficiency in using standard systems and IT software

Ability to work independently and manage time effectively

Additional knowledge specific to the industry or sector of work.

Values and behaviours

Our organisational values underpin everything we do and say. In short: our values describe 'the way we do things here'. They are:

- **Always learning**
- **Be kind and caring**
- **Equality and integrity**
- **Take responsibility**
- **Daring to do it differently**

Accessibility

If you (or anyone you know) needs this document in an alternative format i.e., Easy Read, large text, audio, Braille, or a community language, please contact your line manager to discuss your requirements or call the council's customer services team on 01865 792422 and we will work with you to meet your needs.



Job Summary Overview	
Job title	Business Support Apprentice (L3) - Brokerage / Quality Improvement
Career family	People Care
Professional pathway	Commissioning
Professional pathway level	Apprentice (7d)
Grade	4
Reports to	Brokerage Team Leader or Quality Improvement Manager
Financial responsibility	No direct responsibility however will ensure they are complying within the financial envelope.
Supervisory responsibility	None
Reference number	ROP-HESC-7D

This job summary should be read in conjunction with the associated Apprentice level role (HESC 7c) profile.

Job Summary
<p>The Business Support Apprentice (L3) - Brokerage / Quality Improvement role involves supporting teams in the Brokerage or Quality Improvement Team in their duties to broker and monitor care services across all ages. The apprentice will be working towards a level 3 Business Support Apprentice qualification whilst undertaking this role.</p> <p>They will be responsible for-</p> <ul style="list-style-type: none">• Responding to written, telephone and email queries from internal and external stakeholders professionally and courteously.• Handling confidential information sensitively.• Supporting managers and teams in various tasks, including booking meetings and taking minutes.• Supporting with the day-to-day activities of the team.• Developing networks with staff across the council and wider organisations to gather data and conduct research.• Understanding how the Council decides which services to provide, and how research and data inform the process.• Gathering, analysing, and presenting information and data to support the Council's work.• Monitoring services to ensure they meet high standards.• Understanding the roles of councillors and officers.• Traveling to centres across the Oxfordshire area as required.



- Completing the associated Apprenticeship qualification.
- Perform additional duties in line with the role’s grading and responsibilities

Specific requirements	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
4 GCSE's grade A*-C or equivalent including Maths, English and IT at level 2 standard	✓	
Good IT skills, including MS Office	✓	
Strong customer customer focus, with ability to interact, respond and cooperate with understanding, empathy and good humour	✓	
To take a flexible attitude to duties, which may vary subject to the needs of the service and in keeping with the general profile of the post.	✓	
Undertake the associated Apprenticeship qualification making sure that all targets are achieved. This may include attending off site training as needed.	✓	
Excellent time management skills, able to prioritise and meet deadlines.	✓	
Understanding of local government, its services and functions.		✓

Working Arrangements

- The post is politically restricted.
- Standard DBS with Child and Adult Workforce
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our [Agile Working Policy](#)
- Able to travel across the county and work from various office locations within the county.

Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	✓	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties



<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		