**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | Business Administration Apprenticeship |
| Salary: | £25,185 - £25,583 |
| Grade: | G4 |
| Hours: | 37 per week. We are open to discussions about flexible working. |
| Team: | Business Support Service |
| Service Area: | Adult Social Care |
| Primary Location: | CSS Oxford base – may be requests to go to other sites accross the county  Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process |
| Budget responsibility: | No |
| Responsible to: | Team Leader |
| Responsible for: | N/A |
| Political Restricted Post: | No |

## Job Purpose

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| This is a trainee role based in our Adult Social Care Business Support Service, the role is designed for an individual with limited previous experience to enter the workforce.  As a trainee member of the team you will develop the skills and knowledge necessary to perform administrative duties to support both the office and the wider service. You will assist the team in promoting strong communities, making a real difference to the people and communities we service so that people live their lives as successfully, independently and as safely as possible.  **This post holder is responsible for ensuring that all relevant County policies and procedures are followed.** |

## Job Responsibilities

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| * Providing excellent customer service, handling enquiries from internal and external customers. * Establishing a good working relationship with administrative and operational colleagues. * Learning how to respond promptly and appropriately to communications via telephone, email, and face to face including signposting these communications appropriately. * Learn how to provide general administrative support across Adult Social Care teams, this may include filing, processing forms, scanning, photocopying. * Learn how to respond to routine enquiries and redirect more complex enquiries to an appropriate colleague. * Supporting Administrative colleagues with Team Inboxes * Organising meetings ensuring they are realistically planned with regard to timing and venue. This will often require some discussion and negotiation with people who have busy diaries. * Maintaining team spreadsheets/trackers * Produce Statutory letters using templates   NOTE  The duties of this post may vary from time to time without changing the general character of the duties or the level of responsibility.  **Agile Working**  All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements. |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| --- | --- |
| Essential Criteria | Assessed By: |
| **Educational achievements, Qualifications, Training and Knowledge:**  Numeracy and Literacy skills at Level 2 (equivalent to 4 GCSE Grades A\*- C/4-9 including English and Maths) | D |
| Strong ICT skills including MS Office and the ability to learn and navigate new systems with ease | T,I,A |
| Support managers and teams, including booking meetings and taking minutes | I,A |
| Ability to communicate effectively by telephone, in writing and in person | T,I,A |
| Organised approach to handling a variety of tasks with the ability to work to deadlines. | T,I,A |
| Ability to deal sensitively with work of a confidential nature | T,I,A |
| Ability and willingness to undertake the L3 Business Administration Apprenticeship qualification making sure that all targets are achieved. This may include attending off site training as needed | I |
| 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 | I,A |
| Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services. | I |
| Desirable Criteria | Assessed By: |
| An interest in working for a local authority | I |
| Excellent interpersonal skills | I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

|  |  |  |  |
| --- | --- | --- | --- |
|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List |  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
|  | Enhanced Disclosure and Barring Service check with Children’s Barred List |  | Enhanced Disclosure and Barring Service check with Adults Barred List |
|  | Standard Disclosure and Barring Service check |  | Basic Disclosure |
|  | Disqualification for Caring for Children (Education) |  | Overseas Criminal Record Checks |
|  | Prohibition from Teaching |  | Professional Registration |
|  | Non police personnel vetting |  | Disqualification from Caring |

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|  | Other (please specify): |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

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

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| --- | --- | --- | --- |
|  | Provision of personal care on a regular basis |  | Driving HGV or LGV for work |
|  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects |  | 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) |
|  | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis |  | Restricted postural change – prolonged standing |
|  | Night work |  | Regular/repetitive bending/ squatting/ kneeling/crouching |
|  | Rotating shift work |  | Manual cleaning/ domestic duties |
|  | Working on/ or near a road |  | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
|  | Undertaking repetitive tasks |  | Working with challenging behaviours |
|  | Continual telephone use (call centres) |  | Regular work with skin irritants/ allergens |
|  | Work requiring hearing protection (exposure to noise above action levels) |  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
|  | Work requiring respirators or masks |  | Work with vibrating tools/ machinery |
|  | Work involving food handling |  | Work with waste, refuse |
|  | Potential exposure to blood or bodily fluids |  | Face-to-face contact with members of the public |

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|  | Other (please specify): |

April 2022