**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides 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.

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| --- | --- | --- |
| Job Details | | |
| Job Title: | Business Support Apprentice – Level 3 | |
| Salary Grade: | Salary: £23,656 - £24,027 | Grade: 3 |
| Hours: | 37 | |
| Team: | Brokerage/Quality Improvement | |
| Service Area: | Commissioning & Provision HESC | |
| Primary Location: | County Hall, Oxfordshire County Council  Hybrid working optional | |
| Budget responsibility: | N/A | |
| Responsible to: | Quality Improvement Manager | |
| Responsible for: | N/A | |
| Job Purpose This is a brief overview of the key objectives of the job including the context within the team/department. | | |
| Post holders will learn how to support busy teams who work across children and vulnerable adult contracting teams. You will learn how to use different types of software and carry out other financial and support tasks. The role will include an introduction to the work of all teams across Joint Commissioning, including designing commissioned services; purchasing them and monitoring the quality of service delivery through contract management. There will be the opportunity to learn more about working in different teams across the whole council to gain an understanding of the range of services provided, how we work with partner organisations and how our services join up to ensure we do the best we can for residents. | | |
| Job Responsibilities **This is a list of the main duties or tasks that the post holder will be expected to learn how to undertake and support colleagues with and be fully competent in on completion of the L3 Business Administration Apprenticeship** | | |
| * To learn how to provide support to a team, including answering the telephone professionally and courteously to a range of people. * To learn how to deal sensitively with confidential information * To learn how to support managers and teams, including booking meetings and taking minutes * To learn how to develop networks with staff across the council and wider organisations to gather data and conduct research. * To learn how the Council decides which services to provide, and how research and data is used to inform the process. * To learn how to gather, analyse, and present information and data to support the Council's work * To learn how we buy and monitor Services to ensure they are delivered to a high standard to meet the needs of our service users. * To learn how the Council operates and the different roles of councillors and officers * 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. * This post involves travel to centres across the Oxfordshire area as required. * Undertake the associated Apprenticeship qualification making sure that all targets are achieved. This may include attending off site training as needed.   **For all staff**  You have specific responsibilities under Health & safety legislation to ensure that you**:**   * Take reasonable care for your own health and safety, and that of other affected by what you do, or do not do. * Cooperate on all issues involving health and safety. * Use work items provided for you correctly, in accordance with training and instructions. * Do not interfere with or misuse anything provided for your health, safety or welfare. * Report any health and safety concerns to your line manager as soon as practicable. | | |

# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our [corporate values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

Each of the criteria listed below will be measured through; the application form (A), 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. You will be expected to address each point separately and, in the order, listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

|  |  |
| --- | --- |
| Essential Criteria | Assessed By: |
| 4 GCSE's grade A\*-C or equivalent including Maths, English and IT at level 2 standard | D |
| Good IT skills, including MS Office | A/I |
| Strong customer customer focus, with ability to interact, respond and cooperate with understanding, empathy and good humour | A/I/T |
| Excellent time management skills, able to prioritise and meet deadlines | A/I |
| Willing to learn to work on own and as part of a team | A/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. | A/I |
| Undertake the associated Apprenticeship qualification making sure that all targets are achieved. This may include attending off site training as needed. | A/I |
| Flexible team player who is willing to learn and adapt | A/I |
| Desirable Criteria | Assessed By: |
| Understanding of local government, its services and functions | I/A |
|  |  |

# 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 include:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 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 |
|  | 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.

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| Health & 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). | | | | |
|  | 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 WCC 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 |
|  | Other (please specify): |  | | |

**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.