**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 Support Apprentice – Level 3 |
| Salary: | Salary: £23,656 to £24,027 |
| Grade: | Grade: 3 |
| Hours: | 37 |
| Team: | Brokerage |
| Service Area: | Commissioning & Provision HESC |
| Primary Location: | County Hall, Oxfordshire County Council  Following covid the team is now majority working from home with the option to come into the office on request.  *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: | N/A |
| Responsible to: | N/A |
| Responsible for: | Brokerage Manager |
| Political Restricted Post: | N/A |

## Job Purpose

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| *A brief overview of the key objectives of the job:*  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

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| *This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake*.   * 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. * Any other duties as may be deemed necessary to carry out the full remit of the role.   **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. |

# 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: |
| 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 |
| 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.  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 |
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# 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).

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|  | 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