**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 Apprentice - Level 3 |
| Salary: | £23,656 pa |
| Grade: | 3 |
| Hours: | *37 per week* |
| Team: | Children’s Special Education Needs and Disabilities (SEND) |
| Service Area: | Children’s Services |
| Primary Location: | Samuelson House, Banbury  *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: | None |
| Responsible to: | Business Support Team Leader |
| Responsible for: | N/A |
| Political Restricted Post: | N/A |

## Job Purpose

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| This is a trainee role designed for an individual who has little or no previous work experience in a similar job.  As a trainee member of the team, you will develop the skills and experience necessary to perform general administration duties to support both the team and the wider service  **This post holder should ensure that all relevant policies and procedures are followed.** |

## Job Responsibilities

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| **MAIN DUTIES:**  To provide excellent customer service  To learn how to deal with general telephone enquiries from staff, service providers and members of the public and take messages.  To learn how to deal with face-to-face enquiries from members of the public using the service.  To learn how to deal sensitively with confidential information, queries and complaints; to ask for the support of senior colleagues when appropriate.  To learn how to perform general administrative duties. This may include: data entry, word processing (letters, emails, contracts, reports, presentations and minutes of meetings), filing, scanning and processing documents and photocopying.  Creating and maintain electronic folders containing sensitive information  To learn how to manage diaries, including arranging meetings and booking venues (internal and external) with a range of attendees, including members of the public and professionals  To learn how to receive, sort and process letters and emails  To learn how to perform requisitions using the Council’s procurement ordering system  To learn how to produce reports using performance data, new client records data and outcomes data to assist the monitoring process.  To produce and keep a portfolio to support your qualification, making sure that all targets are achieved. This will include attending Abingdon or Witney College and taking training as needed.  To learn how to provide general administrative support across the wider service as and when required  To take a flexible attitude to duties, which may have to be varied subject to the needs of the service and in keeping with the general profile of the post.  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 others 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 possible   **Please note:** Oxfordshire County Council is re-organising office accommodation across the county, and the location of this post may change. The successful applicant for this position will be kept informed by his/her line manager of any proposed change in location. |

# 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:** |  |
| **4xGCSEs or equivalent at grades A-D /9-4 including English and Maths**  Basic Knowledge of Microsoft Word, Excel, Internet and Email.  Accurate basic knowledge of keyboard skills | A, D |
| **Job related aptitude and skills:** |  |
| Ability to communicate professionally with a variety of individuals by telephone, in writing and in person  Organised approach to tasks with ability to work to deadlines and good attention to detail  Ability to be flexible  Ability to learn new ICT systems  Ability and commitment to provide a high level of customer service  Ability to listen carefully in order to write accurate minutes and record actions | T, I |
| **Personal qualities:** |  |
| ***Essential***  Commitment to ongoing self-development and training  Ability to deal with work of a confidential nature  Ability to work co-operatively as a team member  Ability to learn to prioritise workload  Ability and willingness to complete the apprenticeship qualifications; Level 3  Ability to understand the importance of being on time and the impact that sickness absence has on the effectiveness of the team. | A, T, I |
| **Equal Opportunities:** |  |
| ***Essential***  \* Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services. | 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).

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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