**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.

## Job Details

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| --- | --- |
| Job Title: | Business Admin Apprentice |
| Salary: | £24,413 - £24,796 per annum |
| Grade: | 3 |
| Hours: | 37 hours per week. |
| Team: | Registration Service |
| Service Area: | Support and Administration Team |
| Primary Location: | Oxford Register Office, 1 Tidmarsh Lane, Oxford OX 1 NS but possibility of some home working and some working from other locations in the county |
| Budget responsibility: | None |
| Responsible to: | Business Support Manager |
| Responsible for: | N/A |
| Political Restricted Post: | No |

## Job Purpose

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| *A brief overview of the key objectives of the job:*  This is a trainee role designed for an individual who has little or no previous work experience in a similar job. The post holder will work in a team who supports the Registration Service.  The post holder will learn how to provide efficient and effective administrative support to the Finance, Reception, Customer Support, Citizenship and Certificate Production Teams. The post holder will assist colleagues in a wide range of duties and the role will offer a unique opportunity to work in an environment with a very varied range of activities.  The post holder will work as part of a team and will be expected to ask questions and seek advice and support from colleagues thus continually developing their knowledge and skills.  **This post holder is responsible for ensuring that all relevant County policies and procedures are followed.** |

## Job Responsibilities

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| * Provide excellent customer service, handling enquiries from a wide range of people * Learn how to respond promptly and appropriately to communications, principally via telephone, email, and face to face. * Learn how to answer routine enquiries and redirect more complex enquiries to the appropriate colleague. * Learn how to prepare straightforward responses to correspondence and draft responses to more complex enquiries * Learn how to liaise with senior colleagues and, in particular, how to seek information from them in order to assemble responses to enquiries * Take raw information/data and present it in an appropriate electronic format (i.e. as Word, Excel or PowerPoint document) * Learn how to maintain up to date information on the intranet and internet. * Learn how to process financial tasks within the team such as e-procurement and receipting of goods and the reconciliation of electronic cash books * Learn how to provide general administrative support. Collection and distribution of post. * Commitment to ongoing self-development and training, including ability and willingness to commit to completion of a recognised Level 3 Business Administration apprenticeship making sure that all targets are achieved. This may include undertaking further training as needed. * To maintain a secure, accessible, and fit for purpose work area. |

# 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).

Each of the criteria listed below will be measured through the application form (A) and optionally - 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: |
| **Educational achievements, Qualifications, Training and Knowledge:**  4 GCSE’s A\*-C (4-9), or equivalent including Maths & English | A, D |
| Knowledge of ICT programs for word processing, spreadsheets, internet and email. | A, I |
| Ability to communicate effectively by telephone, in writing and in person | A, I |
| Ability to provide excellent customer service | A, I |
| Organised approach to handling a variety of tasks with ability to work to deadlines | A, I |
| Ability to be flexible | A, I |
| Accuracy and attention to detail | A, I |
| Desirable Criteria | Assessed By: |
| Ability to learn new computer packages | A, I |
| Excellent interpersonal skills | A, I |
| Able to deal with work of a confidential nature | A, 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): |

**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.