

Northumberland County Council

JOB DESCRIPTION

Post Title:	Level 3 Apprentice Admin Assistant	Directorate/Service: To be agreed - various throughout Northumberland County Council	Office Use
Band:	National Apprenticeship Pay Framework		JE ref: 3716 HRMS ref:
Responsible to:	Placement Supervisor		
Job Purpose: Northumberland County Council Business Administrators support teams throughout the organisation in every aspect of administration & organisational management. They provide a crucial service to our business, undertaking a wide range of activities to a high standard. You will be expected to develop and apply the technical knowledge, gained during training, to the job role. Key to your success, will be the ability to develop relationships across all levels within the organisation, good time management & organisational skills as well as enthusiasm & commitment.			
Resources			
Staff	None		
Finance	None		
Physical	Use of IT Equipment and shared responsibility for other equipment provided.		
Clients	May be required to work with internal and external customers.		
Duties and key result areas: Undertaken individually or as part of a team, these are examples of some of the duties that may be expected to be undertaken by the post holder:			
1. Send & receive emails, accept & make telephone calls, deal with internal & external customers, answer straightforward enquiries, request support when needed			
2. Provide general administrative tasks such as processing financial information, creation & collation of documents, photocopying			
3. Operate general office equipment and maintain stock levels			
4. Maintain information systems such as filing, records management and booking systems			
5. Deal with incoming and outgoing mail in accordance with established procedures.			
6. Enter data into spreadsheets, databases and other electronic information systems, extract and distribute information as directed			
7. Operate bespoke software			
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post.			
Work Arrangements			
Physical requirements:	Activities normally undertaken in a seated position with some walking, bending or stretching and an occasional need to lift or carry.		
Transport requirements:	n/a		
Working patterns:	37 hours per week, day work. Flexible working hours may apply provided staff work collaboratively to provide cover for services.		
Working conditions:	Minimal exposure to disagreeable, unpleasant or hazardous conditions.		

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PERSON SPECIFICATION

POST: Level 3 Apprentice Admin Assistant	SERVICE:	Ref: 3716
Essential	Desirable	Assess by
Qualifications and Knowledge		
No particular qualifications or knowledge are required but the nature of the job demands a good general education demonstrating numeracy and literacy. An initial assessment may be carried out	3 or more GCSE's (or equivalent) grade 3/D or above including Maths and English	
Experience		
Previous experience is not an essential requirement	Experience of working in a customer service environment	
Skills and competencies		
- Excellent verbal and written communication skills - Good numeracy and literacy skills - Skilled in the use of multiple IT packages & systems - Able to produce accurate records & documents - Ability to plan and organise daily work routines with guidance - Adaptable and able to deal with changing priorities - Supportive and effective team player - Ability to engage with service users and members of the public - Clear and logical thinking required to deal positively with problems occurring within normal work routine with guidance	- Ability to deal with routine and non-routine enquiries as a first point of contact - Take responsibility for initiating and completing tasks and managing priorities	
Physical, mental and emotional demands		
- Normally works in a seated position with some standing, walking, stretching or lifting - Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands		
Motivation		
- Reliable, good time-keeping and ability to work flexible hours if required - Demonstrates enthusiasm for obtaining an administration related qualification - Demonstrates integrity and upholds values and principles of organisation - Appropriately follows instructions to achieve set objectives - Works collaboratively to achieve team spirit - Adapts to change by adopting a flexible and cooperative attitude		
Other		
- Committed to Equality and Diversity and Safeguarding - Committed to Health and Safety - Committed to client confidentiality - Committed to providing a quality administrative support - Committed to the Values & Vision of Northumberland County Council		