

Northumberland County Council
JOB DESCRIPTION

Post Title: Bereavement Service Support Apprentice		Directorate/Service: Neighbourhood Services	Office Use
Band: National Apprenticeship Pay Framework			JE ref: HRMS ref:
Responsible to: Placement Supervisor		Workplace: Blyth Crematorium, NE24 5SZ	
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 the nature and level of those expected to be undertaken by the post holder. You will complete apprenticeship training to enable you to develop into the below responsibilities: 1. To attend all apprenticeship training and successfully complete End Point Assessment. 2. Send & receive emails, accept & make telephone calls, deal with internal & external customers, answer straightforward enquiries, request support when needed 3. Provide general administrative tasks such as processing information, creation & collation of documents, photocopying 4. Operate general office equipment and maintain stock levels 5. Maintain information systems such as filing, records management and booking systems 6. Deal with incoming and outgoing mail in accordance with established procedures. 7. Enter data into spreadsheets, databases and other electronic information systems, update, extract and distribute information as directed ensuring accuracy and confidentiality. 8. 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 and the grade has been established on this basis.			
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 Title: Bereavement Service Support Apprentice	Director/Service: Neighbourhood Services	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> A good general education demonstrating numeracy and literacy. An initial assessment may be carried out <p>(For those with an education, health and care plan or a legacy statement, the apprenticeships English and maths minimum requirements are Entry Level 3, and the British Sign Language qualification is an alternative to English qualifications for apprentices for whom this is their primary language)</p>	<ul style="list-style-type: none"> Grade 4 (C) GCSE Maths & English (or equivalent; Level 2 Functional Skills) AS/A Levels 	Application Interview
Experience		
<ul style="list-style-type: none"> No previous experience required 	<ul style="list-style-type: none"> Experience working in a similar role or working for a local authority IT Skills including MS Office packages such as Word and Excel 	Application Interview
Skills and competencies		
<ul style="list-style-type: none"> Communication and interpersonal skills Ability to be flexible Good organisational, problem solving and planning skills 	<ul style="list-style-type: none"> Customer care skills Team working, or can demonstrate working in teams 	Application Interview
Physical, mental and emotional demands		
<ul style="list-style-type: none"> 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 		Application Interview
Personal attributes		
<ul style="list-style-type: none"> Motivation Willingness to work Reliable, good time keeping 	<ul style="list-style-type: none"> Ability to work as a team member 	Application Interview
Other		
<ul style="list-style-type: none"> Committed to Equality and Diversity and Safeguarding Committed to Health and Safety and client confidentiality Committed to providing a quality administrative support Committed to the Values & Vision of Northumberland County Council 		Application Interview