



Job Description

Brentwood Borough Council
Apprentice

Position Title	Apprentice
Director	Various
Service Area	Various
Band	Apprentice Rate
Reports to	Relevant Service Manager

Brentwood Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors, and volunteers to share its commitment to prevent abuse, harm or exploitation.

MAIN PURPOSE

This is a generic job description for the Brentwood Borough Council Apprenticeship Scheme.

This role incorporates study and completion of the NVQ Level 3 in Business Administration whilst working in a specific Service Area during the one-year fixed term placement.

CORPORATE DUTIES

1. To work with colleagues to achieve service plan objectives/targets.
2. To participate in Employee Development Scheme/Appraisals and contribute to the identification of your own and team development needs.
3. Apply and actively promote the principles of the Organisation's Equal Opportunities Policy in all areas of employment and service delivery.
4. To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
5. To fully understand and be aware of the commitment to Section 17 'Duty of the Crime and Disorder Act 1998 to prevent crime and disorder'.

SERVICE SPECIFIC DUTIES

1. To provide a range of clerical duties including photocopying, scanning, filing, message taking, sorting and distributing post etc.
2. To respond to routine correspondence and enquiries from members of the public, suppliers and other staff.

3. To deal with all customer contact effectively, and courteously, in line with the Authority's policies and procedures.
4. To maintain manual and computerised systems including inputting data, keeping records, statistics, confidential and general filing systems as directed.
5. To organise meetings and events, ensuring that all necessary arrangements are made.
6. To study towards and complete the NVQ Level 3 in Business Administration.
7. Undertake all duties within the framework of Equal Opportunities. Applying and actively promoting the principles of the Organisation's Equal Opportunities Policy in all areas of employment and service delivery.
8. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
9. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Apprentice	Date Reviewed:	September 2020
Service:	Various	Band:	Apprentice Rate

Method of Assessment: AF Application Form
 T Testing
 I Interview

	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE			
1.1	In accordance with Government Guidelines, you will need to be aged 16-24 (at the point of starting the scheme) to qualify for this position.	✓		AF
2.	KNOWLEDGE			
2.1	Good IT skills with knowledge of a range of different computer packages e.g. Word, Excel and PowerPoint etc.	✓		AF/I/T
2.2	Well organised with the ability to work to tight timescales and demonstrate attention to detail.	✓		I/T
2.3	Good communication and interpersonal skills to effectively deal with a wide range of customers, contractors and other members of staff	✓		AF/I/T
2.4	Ability to work individually and as an effective team member.	✓		I/T
2.5	An understanding of the need to deal with customers sensitively and to keep information confidential.	✓		I/T
2.6	Ability to take on individual project work and demonstrate initiative.	✓		I
3.	BEHAVIOURS			
	PROFESSIONLISM <ul style="list-style-type: none"> Behaves in a professional way. This includes personal presentation, respect, respecting and encouraging diversity, punctuality and attitude towards others. Adheres to the Organisation's Code of Conduct, acts as a role model, contributing to team cohesion and productivity. 	✓		I

	PERSONAL QUALITIES <ul style="list-style-type: none"> Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active with a positive attitude and motivates others. 	✓		I
	MANAGING PERFORMANCE <ul style="list-style-type: none"> Takes responsibility for own work, accepts feedback in a positive way, uses initiative and shows resilience. Takes responsibility for own development, knows when to ask questions to complete a task. Complies with the Organisation's policies. 	✓		I
	ADAPTABILITY <ul style="list-style-type: none"> Able to accept and deal with changing priorities related to both own workload and to the Organisation. 	✓		I
	RESPONSIBILITY <ul style="list-style-type: none"> Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects/tasks are successfully completed and customer requests are handled appropriately. Takes initiative to develop own and other's skills and behaviours. 	✓		I
4	EDUCATION AND TRAINING			
4.1	GCSE's 9-4 or A-C including Maths and English (or equivalent)		✓	AF/T
4.2	Willing to undertake NVQ whilst working full time	✓		I