

 <p><b>Cherwell</b> DISTRICT COUNCIL NORTH OXFORDSHIRE</p>	<b>JOB DESCRIPTION Appendix 1</b>	
	<b>Post title:</b>	<b>Business Administration Apprentice - 12 month appointment</b>
	<b>Post No:</b>	<b>TBA</b>
	<b>Grade:</b>	<b>TBA - as is the case of all employees aged over 16, all apprentices must still pay tax and national insurance on their income</b>

<b>Directorate:</b>	<b>TBA</b>	<b>Department:</b>	<b>TBA</b>
<b>Responsible to:</b>	<b>Service Manager</b>	<b>Post No:</b>	<b>TBA</b>
<b>Responsible for:</b>	<b>None</b>	<b>Post No:</b>	<b>TBA</b>

<b>Key Objectives:</b>	
1	Develop the knowledge, skills and attributes to provide assistance in specified Council services areas to enable efficient and effective: <ul style="list-style-type: none"> <li>• Administration</li> <li>• IT and customer service support</li> <li>• Customer Service &amp; Appointment/visitor co-ordination</li> </ul>
2	Actively engage in the structured learning programme and undertake sufficient study to achieve the NVQ level 2 in Business Administration within the set timeframe
3	Use and practice what is learnt during the structured NVQ 2 learning programme and contribute at team meetings

<b>Responsibilities:</b>	
1.	Administration: general office duties to include: <ul style="list-style-type: none"> <li>• word processing/typing/mail merging</li> <li>• printing/copying</li> <li>• filing/maintenance of records</li> <li>• in and out bound post</li> <li>• bulk mailing: e.g. creating address labels/ sorting and stuffing envelopes</li> <li>• maintenance of systems: e.g. stationery supplies</li> </ul>
2.	IT and customer service support: <ul style="list-style-type: none"> <li>• Database record checking/inputting/retrieving</li> <li>• Email management – checking/forwarding/responding</li> <li>• Website checking/updating/inputting</li> <li>• Answering the telephone/responding to general enquiries</li> <li>• Taking accurate messages/ forwarding appropriately</li> <li>• Be a part of the team providing office cover</li> </ul>
3.	Appointment/visitor co-ordination as directed: <ul style="list-style-type: none"> <li>• Co-ordinate appointments &amp; receive and manage visitors on first arrival</li> </ul>
4.	Actively engage in all aspects of personal development including accepting feedback
5.	To assist the local or national elections process as required by the Returning Officer
6.	To undertake other duties as directed from time to time consistent with the responsibilities and grading of the post.

<b>This Job Description was created by</b>	Alison Davies	<b>on</b>	24 Nov 2009
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## PERSON SPECIFICATION

Post Title	Business Administration Apprentice	Post No	TBA
JOB REQUIREMENTS			
ESSENTIAL		DESIRABLE	
<b>Qualifications</b>	GSCE in English and Maths or equivalent	GSCE in English & Maths grade C and above or equivalent European Computer Driving Licence	
<b>Experience</b>		Experience of working with customers or volunteering or working in a team	
<b>Knowledge</b>	Demonstrate an ability to develop knowledge of the role and the requirements needed to be effective		
<b>Skills</b>	Demonstrate commitment to develop skills in : <ul style="list-style-type: none"> <li>• General admin</li> <li>• Variety of IT</li> <li>• Literacy, numeracy and personal language– verbal and written</li> <li>• customer service</li> </ul> Able to take accurate notes of calls, etc	Computer Literate (Microsoft office or equivalent) –word processing, e-mail, spreadsheets, databases  Reasonable level of general admin skill: general office skills, telephone answering skills, IT skills  Good communications skills – verbal and written	
<b>Aptitudes</b>	Have a “Can do” attitude Ability to self organise Team Player Good attendance record at school/FE Flexibility around location/type of service in the Council Able to accept and act on appropriate feedback	Maintain an acceptable standard of presentation and personal hygiene	
<b>Circumstances</b>	Available to undertake paid hours with CDC and provide sufficient own personal study time to achieve qualification		