

Kent County Council

Job Description: *Business Administration Apprentice*

Directorate:	Growth, Environment & Transport
Unit/Section:	Highways, Transportation & Waste
Grade:	Level 3 Advanced Apprenticeship
Responsible to:	Highways District Manager

Apprenticeship Training Details

Name of Apprenticeship Standard:	Business Administration
Level of Apprenticeship:	Level 3
Length of Study:	18 months

Purpose of the Job:

The apprentice will work as part of two busy office based admin teams within West Kent Highway Operations. These are the Priority Response Officer (PRO) and Vehicle Crossover (VC) teams. These teams act as the first point of contact for customer enquiries in relation to highway issues and customers applying for vehicle crossings.

The PRO team also provides a quick response to emergency incidents by organising site visits by Highway Stewards to the emergency.

It is a fast-paced role and the apprentice will be required to carry out a variety of duties and liaise with other work colleagues on a daily basis.

The post will also give business administration support to the Pothole Blitz Project and other areas of West Kent Highway Operations and the Highway Manager.

Main duties and responsibilities:

1. To act as part of business admin teams supporting West Kent Highways Operations.
2. Contact customers by telephone and email in order to obtain more accurate information about their highways enquiry.
3. Liaise with other work colleagues including Highway Stewards, Engineers, District Managers and Network Response Officers, keeping them updated of local highway issues and customer enquiries.

4. To assess the accuracy of reports containing customer information and details of works required and also to prioritise these reports (once trained).
5. Ensure that IT systems and paper information are kept accurate and up-to-date after each customer enquiry in order that these details can be used in future enquiries.
6. Assist other members of the Priority Response Officer team with collecting information where the Local Authority may need to recover monies from a third party.
7. Liaise and give administrative support to Technical Support Officers within the Highway Operations department.
8. Support the Vehicle Crossover Team with the application process for vehicle crossovers, from logging the post, receipting payments, responding to initial queries through to final completion.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Business Administration Apprentice*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Entry level apprenticeships do not require minimum level qualification for Math's and English as these functional skills can be incorporated as part of the apprenticeship.
EXPERIENCE	<ul style="list-style-type: none">• Some experience in the workplace.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• An ability to work within a team as well as on own initiative with more straightforward tasks.• Good telephone communication skills as well as a flexible approach.• Good written communication skills are particularly important, as are accuracy, common sense and enthusiasm.• Good customer care skills.• Good level of computer skills including the ability to use Microsoft• Office including Word, Excel, PowerPoint, Outlook Express.• Be well organised and efficient.
KNOWLEDGE	Will be learnt as part of the apprenticeship

BEHAVIOURS AND KENT VALUES	Kent Values: <ul style="list-style-type: none">• We are brave. We do the right thing, we accept and offer challenge• We are curious to innovate and improve• We are compassionate, understanding and respectful to all• We are strong together by sharing knowledge• We are all responsible for the difference we make
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