

## Kent County Council

### Job Description: Business Admin & IT Apprentice

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Highways &amp; Transportation (H&amp;T)</b>
<b>Location:</b>	<b>Invicta House, Maidstone</b>
<b>Grade:</b>	<b>Level 3 Advanced Apprenticeship</b>
<b>Responsible to:</b>	<b>Business Systems Manager</b>

### **Apprenticeship Training Details**

<b>Name of Apprenticeship Standard:</b>	Business Administration
<b>Level of Apprenticeship:</b>	Level 3
<b>Length of Study:</b>	18 months

### **Purpose of the Job:**

To support the Business Innovation and Technology Team and assist with delivering effective business and IT systems across H&T. To provide comprehensive administrative support to the team and maintain task progress records

### **Main duties and responsibilities:**

- Be part of an integrated and operationally flexible Business Innovation and Technology Team and assist in the delivery of effective business and IT systems across H&T.
- Deal positively with user issues and requests relating to any aspect of H&T IT systems.
- Help ensure task requests from internal and external users are recorded initially and updated with progress.
- Update, modify and retrieve data on both manual and computerised systems to meet information needs in order to provide accurate and reliable information.
- Obtain statistics from H&T IT systems to produce weekly and monthly reports using Excell for submission to Heads of service.
- Undertake a range of day to day clerical and administrative functions, including data inputting, in order to facilitate the smooth running of the team in providing the best possible service to H&T.

**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 Admin & IT Apprentice

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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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>✦ None</li> <li>✦ 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. .</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>✦ Some experience in the workplace.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>✦ An ability to work within a team as well as on own initiative with more straightforward tasks</li> <li>✦ Good level of computer skills including the ability to use Microsoft Office including Word, Excel, PowerPoint, Outlook</li> <li>✦ Be well organised and efficient</li> <li>✦ Good communication and interpersonal skills as well as a flexible approach</li> <li>✦ Good written communication skills are particularly important, as are accuracy, common sense and enthusiasm</li> <li>✦ Excellent customer care skills</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>✦ Will be learnt as part of the apprenticeship</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<ul style="list-style-type: none"> <li>✦ Kent Values:</li> <li>✦ We are brave. We do the right thing, we accept and offer challenge</li> <li>✦ We are curious to innovate and improve</li> <li>✦ We are compassionate, understanding and respectful to all</li> <li>✦ We are strong together by sharing knowledge</li> <li>✦ We are all responsible for the difference we make</li> </ul>
Office Worker Definition: Fixed Office Worker but spending time across all key H&T offices.	