

Kent County Council

Job Description: *Level 2 Apprentice – Business Administration*

Directorate:	Children, Young People and Education
Unit/Section:	Education, Early Years and Wider Early help – Management Information
Grade:	Level 2 apprentice
Responsible to:	Systems Training Officer

Purpose of the Job:

The purpose of this post is to provide support to the team of systems training officers in the preparation and delivery of Systems training and associated guidance and support to customers in the Education, Early Years and Wider Early Help within MI and other KCC Directorates and Members of the County Council and partner organisations.

Main duties and responsibilities:

- Maintain accurate, reliable, relevant, timely, complete and valid data on behalf of MI Education, Early Years and Wider Early Help and their partners.
- Provide support and guidance on the use of business IT applications to promote data quality at the point of data entry.
- To act as the first point of contact for customers, managing queries and handling routine requests for information.
- To collate data and information and present in an appropriate format as required.
- Undertake data inputting work required for the statutory requirements to central government and regulators.
- To administer standard management information processes in line with legal requirements and agreed practice (including secure information sharing).
- To support the organisation and delivery of Management Information events and training programmes, including production of all training materials.
- Assist with organising meetings/training/workshops
- Assist with IT and performance training
- Undertake any other duties as directed by Managers
- Support the day-to-day clerical and administrative functions of the team/service, including the monitoring of emails and telephone messages for appropriate team members, stationery ordering and the processing of mail etc., in order to facilitate the smooth running of the team.
- Manage, update and maintain the Systems Inbox and Training Spreadsheet, including submitting Accounts requests and monitoring completion of any such requests ensuring the Spreadsheet is updated in a timely manner.

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: *Apprentice Level 2 – Business Administration*

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
Qualification	Educated to GCSE level or equivalent to include English and Maths
Experience & Knowledge	Good command of English language, both verbal and written. An awareness of local government and its business.
Skills/Abilities	Good oral and written communication skills including email and telephone communications with customers and colleagues, and in written correspondence Good organisational skills and ability to prioritise and complete tasks Ability to work with colleagues from different teams and across organisational boundaries Ability to use MS Word, Excel and Outlook (or email equivalent) to intermediate level. Ability to understand information and learn quickly to adapt to new systems and ways of working Ability to solve problems using known solutions Commitment to equalities and the promotion of diversity in all aspects of working Ability to be analytical and methodical Have good, accurate data entry skills Have the ability to work to deadlines and under pressure.
Key Competencies	Demonstrates a 'can do' attitude and initiative. Shows respect for others. Approachable. Values diversity and treats everyone with dignity and respect.
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

	<ul style="list-style-type: none">• We are strong together by sharing knowledge• We are all responsible for the difference we make
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