

Directorate: Growth, Environment and Transport
Unit/Section: Business Development – Business Services
Grade: Kent Apprenticeship Scheme
Responsible to: Support Supervisor

Apprenticeship Training Details

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

Purpose of the Job:

With supervision, provide administrative and business support to discrete services within Public Protection, assisting in the smooth running of the group ensuring consistent presentation and dissemination of guidance and documentation and taking a proactive role in relation to day-to-day functioning.

Main duties and responsibilities:

- Monitor and provide support for generic mailboxes and phone numbers applying specific experience knowledge or skills and act as a point of contact for customer enquiries. Answering and assessing routine queries, seeking advice and referring them to the appropriate officer. Receiving visitors in a courteous, prompt and efficient manner to ensure that staff, service users and members of the public are dealt with efficiently and consistently.
- Carry out a range of routine and non routine administrative and organisational tasks including post handling, electronic and paper filing, scanning, photocopying, document collation, and ensuring availability of office supplies/services.
- Use various software including MS programmes such as Teams, Outlook, Word, Excel, OneNote & Sharepoint as well as specialist databases to support the business.
- Maintain and monitor office systems, including electronic filing, to ensure key documents are available and pursue any missing documents in line with the Records Management Policy.
- Update, modify and retrieve data on computerised systems using appropriate software, cross-checking data held to ensure accuracy.

- Arrange meetings and appointments, sometimes assisting with availability of equipment and refreshments, ensuring appropriate documents are available and taking accurate notes of meetings when required.
- Carry out high accuracy processing of legal and regulated administrative functions, eg preparing papers for public inquiries, permits and licencing, interview transcription.
- Assist with the running of events and campaigns which may on occasion include manual handling.
- Any other duties, in line with experience, as determined by a Support Supervisor.

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.

Kent County Council

Person Specification: Business Support 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	Entry level apprenticeships do not require minimum level qualification for Maths and English as these functional skills can be incorporated as part of the apprenticeship.
SKILLS AND ABILITIES	<p>Good literacy and numeracy skills – ability to read and write, put items in alphabetical order, add and subtract figures and to use a calculator</p> <p>Ability to retain and use a range of new information and to listen and follow instructions from a supervisor or manager.</p> <p>Computer literate with accurate keyboarding skills.</p> <p>Good interpersonal skills with a customer friendly nature able to respond confidently, both on the telephone and face-to-face, and capable of taking down accurate telephone messages.</p> <p>Good organisational skills with the ability to prioritise workload and ensure tasks are completed within deadlines.</p> <p>Using own knowledge and experience to complete pre-defined tasks quickly and accurately, and to resolve problems.</p> <p>To be able to work as part of a team but also to use own initiative.</p> <p>Ability to work confidentially, keeping work-related issues and discussions in the workplace.</p> <p>Self-motivated with a desire to learn new skills.</p>
KNOWLEDGE	<p>Awareness of the importance of confidentiality and data security.</p> <p>Understanding the principles of data collation and the need for accuracy.</p> <p>Awareness and understanding of health and safety issues within the workplace, once these have been explained.</p>
BEHAVIOURS AND 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