

Directorate: Growth Environment and Transport
Unit/Section: Economic Development
Grade: Apprentice - Level 3
Responsible to: Team Leader – Programme Support Office

Apprenticeship Training Details:

Name of Apprenticeship standard: Business Administrator

Level of Apprenticeship: Level 3

Length of Study: 18 months

Purpose of the Job:

To provide project, administrative and technical support to meet the business needs of various teams within Economic Development as a member of the Programme Support Office.

This is a Level 3 apprenticeship in Business Administration within the Growth, Environment and Transport Division of Kent County Council.

Main duties and responsibilities

1. Support the daily general project related administrative needs of all the teams including monitoring, responding to emails and managing inboxes, answering telephone calls, booking online meetings, stationery ordering and the processing and scanning of post.
2. Providing support for meeting and coordinating appointments on behalf of all teams, including attendee liaison and managing supporting documentation and presentations.
3. Acting as a point of contact for all teams, investigating queries and simple complaints, assessing the nature of each query and referring them to the appropriate person without referral to the line manager where possible.
4. Research and provide information for internal and external customers.

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.

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	
EXPERIENCE	Experience or understanding of working in a team or administrative and customer focused support role.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Good knowledge of MS office and excellent all round communications skills • Able to demonstrate good team working skills and adaptability. • Able to build and maintain positive relationships • Proactive, motivated and keen to learn • Ability to monitor own workload, prioritise and work to deadlines • Able to work within daily schedules and timetables • Able to follow instructions and routines without close supervision
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of office procedures • Awareness of equalities and diversity issues – respecting the needs and views of other people. • Understanding of health and safety issues within the workplace, once these have been explained
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>Open</p> <ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Understand and be prepared to take risks where appropriate • Welcome and expect change and evolving technology • Be willing to learn • Work as a whole council • Treat people fairly and with respect <p>Invite contribution and challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first • Be open to challenge and able to challenge other appropriately • Actively encourage and expect contribution <p>Accountable</p> <ul style="list-style-type: none"> • Work in a timely manner, focusing on targets and performance • Take personal and professional responsibility for actions • Be aware of the use of council money