

## Job description and employee specification

<b>Job title:</b>	Business Administrator Apprentice L3	<b>Location:</b>	Trinity Road, Cirencester
<b>Reports to:</b>	Resource Officer	<b>Working hours:</b>	37 per week including 20% L&D
<b>Job number:</b>	TBC	<b>Salary range:</b>	£4.30 per hour to rise to £6.15 after successful 6 months
<b>Contract Type</b>	Fixed Term – 24 months		
<b>Supervises:</b>	Not applicable		
<b>Purpose:</b>	<p>This is a unique opportunity to start your career in an organisation that provides services on behalf of a group of local Councils.</p> <p>Working as a Business Administration Apprentice you will be responsible for providing an important support role, involved in all aspects of the handling of day-to-day tasks and providing general administration support to the wider Residential Service Group. You will work towards a Business Administration Apprenticeship level 3 qualification to support your development in this job role. There will be the opportunity to attend training at Cirencester College to enhance your Apprenticeship experience as well as on the job training.</p>		

<p><b>Key responsibilities:</b></p>	<ul style="list-style-type: none"> <li>• Develop an understanding of the various services working within Publica’s Resource Team, through on the job training.</li> <li>• Develop an understanding of all departments within Publica and actively engage in working together to improve our services within our organisation.</li> <li>• To successful deal with customer enquiries efficiently and effectively through face to face, telephone, email and social media communication.</li> <li>• To use multiple IT systems to manage and resolve enquiries and record details accurately.</li> <li>• General office administration including photocopying, scanning and data entry.</li> <li>• To forward enquiries to the appropriate service or organisation and liaise with both internal and external colleagues/customers.</li> <li>• Successfully complete the Business Administration Apprenticeship within 24 months.</li> <li>• Attend any additional training that is deemed necessary for the efficient delivery of the role</li> </ul> <p><b>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.</b></p> <p><b>General Accountabilities</b></p> <ul style="list-style-type: none"> <li>• Working to add value to, and be a valued member of the team, and to be valued by customers</li> <li>• The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>• Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information</li> </ul>
<p><b>Essential requirements,</b></p>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• GCSE Level 9 - 4 (formerly A* to C) Maths and English</li> </ul>

<p><b>qualifications, skills and abilities:</b></p>	<ul style="list-style-type: none"> <li>● Commitment to attain the Business Administration Apprenticeship level 3 qualification</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>● Experience of working in a team</li> <li>● Excellent interpersonal skills – Communicates effectively and confidently</li> <li>● Good level of IT and keyboard skills with a confident attitude to learn new systems</li> <li>● Good written skills and communication</li> <li>● Excellent attention to detail</li> <li>● Problem solving skills – the desire to find an answer and confidence to seek help when appropriate</li> <li>● Proactive/self-motivated</li> <li>● Understand the importance of prioritising workload and meeting deadlines</li> <li>● Confident in communicating on the telephone, emails and face to face</li> </ul>	
<p><b>Desirable requirements qualifications, skills and abilities:</b></p>	<ul style="list-style-type: none"> <li>● Experience of working in an administration role</li> <li>● The ability to travel</li> </ul>	
<p><b>Special conditions:</b></p>	<ul style="list-style-type: none"> <li>● There may be a requirement to work at other Publica Group Limited and/or client locations to meet the needs of the business, use of a car for work purposes would be desirable</li> <li>● Expected to work reasonable additional hours in line with the needs of the service</li> <li>● Ability to maintain confidentiality in accordance with Data Protection</li> </ul>	
<p><b>Date of Issue:</b></p>	<p>May 2021</p>	
<p><b>Date reviewed:</b></p>	<p>13.05.2021</p>	
<p><b>Reviewed by</b></p>	<p><b>Name:</b> Susan Hughes</p>	<p><b>Job title:</b> Resource and Programme Manager</p>