

BUSINESS SUPPORT APPRENTICE (L3)

Role Profile



Title	Business Support Apprentice	
Grade	Apprentice Level 3	
Reference:	NI080	
Reports to:	Team Leader	
Work style Definition	Office based hot–desk/touch down worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	As an apprentice this post will operate and maintain, under supervision, a range of general clerical and administrative functions such as: checking and processing documentation; dealing with queries; inputting onto computer systems, maintenance of filing systems.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Complete apprenticeship portfolio Learn new skills Gain knowledge and experience in the organisation/service area Successfully provide support to the team 	Role measures <ul style="list-style-type: none"> Achieve Qualification Meet all objectives in annual performance review Good feedback from team members and customers
Key activities	<p>With direction the post will be required to:</p> <ul style="list-style-type: none"> Assist in dealing with queries from customers and colleagues and taking and relaying accurate messages as necessary (40%) Assist with data input onto computer systems (full training to be given). (20%) Assist in checking and processing documentation (letters, emails and other) that is sometimes confidential (10%) To fully comply with the requirements of the apprenticeship programme, including attendance at review meetings (25%) Proactively provide suggestions to the team on measures to improve the service in terms of efficiency, customer experience and best practice-supporting a continuous improvement ethos (5%) Undertake other duties appropriate to the grade of the post 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> GCSE's A*- C (9-4) or equivalent in English and Maths Knowledge of Microsoft applications to include Word, Outlook and Excel Understanding of the importance of confidentiality 	

Desirable qualifications/ knowledge	
Essential experience	<ul style="list-style-type: none"> ▪ Working towards deadlines ▪ Working as part of a team
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of using spreadsheets to collate information
Essential skills	<ul style="list-style-type: none"> ▪ Good keyboard skills ▪ Good organisational skills ▪ Good communication skills ▪ Time and task management skills ▪ Ability to maintain confidentiality ▪ Interpersonal skills including tact and diplomacy ▪ Attention to detail and accuracy
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	