

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Business Support Apprentice</b>
<b>POST NUMBER</b>	<b>HS15</b>
<b>GRADE:</b>	<b>Apprenticeship Grade</b>
<b>RESPONSIBLE TO:</b>	<b>Support Services Team Leader</b>
<b>RESPONSIBLE FOR:</b>	<b>Not applicable to this post</b>
<b>LIAISON WITH:</b>	<b>District Council colleagues at all levels, Elected Members, Members of the Public and other agencies.</b>

### **KEY CORPORATE ACCOUNTABILITIES:**

To provide administration support to the Business Support officers

### **KEY SERVICE ACCOUNTABILITIES:**

1. Provide administrative support to the Business Support Officers and other Housing teams.
2. Process rent payments from tenants over the telephone.
3. Update Housing notice boards and web pages.
4. Distribute the post and update the relevant correspondence log.
5. Input housing application forms onto the Devon Home Choice system and other data entry as and when required.
6. Prepare sign up packs for tenants and arrange sign up appointments.
7. Raise orders using E-procurement.
8. Prepare agendas and take minutes for Housing meetings.
9. Filing and scanning Housing documents using the DMS system.
10. Ensure stationery and other Housing leaflets are replenished.
11. Typing general correspondence as and when required.

### **OTHER DUTIES:**

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

### **HEALTH AND SAFETY:**

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

### **RISK MANAGEMENT:**

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

**DATA PROTECTION:**

It is the responsibility of the Post holder to ensure that the section’s requirements for compliance with the Data Protection legislation are met.

**SINGLE EQUALITY SCHEME:**

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

**SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:**

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

**PERSON SPECIFICATION**

**Business Support Apprentice**

	<b><i>ESSENTIAL</i></b>	<b>DESIRABLE</b>
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"><li>• Good standard of English &amp; Maths</li></ul>	<ul style="list-style-type: none"><li>• Work experience in an Office environment</li></ul>
<b>Knowledge and Expertise:</b>	<ul style="list-style-type: none"><li>• Knowledge of IT office packages and databases</li><li>• Understand equal opportunities and diversity issues</li></ul>	
<b>Skills:</b>	<ul style="list-style-type: none"><li>• Good communication skills</li><li>• Able to plan or prioritise workload effectively</li><li>• Organisation skills</li></ul>	
<b>Personal Attributes:</b>	<ul style="list-style-type: none"><li>• Be able to work to and meet deadlines</li><li>• Demonstrates commitment to Customer Care in all activities</li><li>• Communicates regularly and openly at all levels</li><li>• Able to perform role with reasonable adjustments</li><li>• Be able to work flexibly and independently with minimal supervision</li><li>• Able to organise resources to achieve goals</li><li>• Self-motivated</li></ul>	
<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>• Flexible approach to the requirements of the job</li></ul>	

**Date: May 2016**