

Role Profile – Apprentice

Role Purpose, Context and Scope

- To develop skills, knowledge and expertise required to fulfil the Typical Accountabilities described below. Throughout the training period the post holder will be expected to complete all educational and training as required. To adhere to the local and national Health and Safety regulations and the organisations Policies and Procedures. To sign a learning contract with the training provider and adhere to the agreement.
- Apprentice is an entry level role which will develop to deliver a professional, high quality, support service to customers, i.e. maintains contact with customers, works out what they need and responds to them. Is aware of issues of diversity, and understands, and is sensitive to, cultural and racial differences.
- Role holders typically will provide a comprehensive first line support to all users. When attached to corporate functions these could be directors, senior managers, managers, employees, councillors, past or prospective employees and residents. In schools they would include, among others, teachers and support staff.

Typical Accountabilities

- Accountable to nominated Line Manager (as per Apprenticeship agreement)
- Accountable for occasional supervision of junior Apprentices, as instructed by Line Manager, during last 6 months of placement
- Expected to observe Council and department policy and to exercise responsibilities under the Health & Safety at Work Act.

Example Job Titles

- Business Administration Apprentice
- Customer Services Apprentice
- Finance Apprentice
- Trainee Administrator

Indicative Dimensions

- Work is usually semi-routine and is governed by well-defined policies, procedures and processes – ready access to line manager for support/queries
- Engagement with the training element of the Apprenticeship will be regarded as integral to the role.
- Work content will be relevant to the Apprenticeship Framework undertaken

Typical Performance Measures

- Will be around service-specific targets, and will be set during monthly reviews. Performance measures will include:
- Attendance in the workplace and at training/college
 - Professional behaviors meeting Council standards
 - Time-keeping
 - Service- related , task based targets
 - Demonstrable, gradual reduction in reliance on colleagues

Person Specification - Knowledge, Qualifications, Skills, Experience – (Essential and Desirable)

Competencies

Qualifications

- GCSEs in English and Maths and ICT (grade C or 4 or above or equivalent i.e. functional skills / key skills level 2) (Maths and English Essential)

Experience

- Able to use initiative and work independently – (Essential)
- Able to demonstrate experience in administrative processes and procedures – (Desirable)
- Knowledge of Microsoft Office applications, Word, Excel, Power Point where the role requires – (Essential)

General Skills

- Sound verbal and non-verbal communication skills – (Essential)
- Sound Organisational skills – (Essential)
- Able to prioritise own workload effectively – (Essential)
- Ability to work with accuracy – (Essential)

- Flexible and able to contribute to a team approach
- Sound interpersonal skills
- Self-motivated with a can-do attitude and a commitment to complete all tasks
- Presentable and professional at all times
- Focuses on customer, provides high quality service. Understands customer base.
- Takes personal responsibility for achieving required results
- Considers and demonstrates respect for others
- Develops strong working relationships within and outside own team to achieve common goals
- Able to maintain strict confidentiality when performing the duties of the role and demonstrate honesty, be trustworthy and respectful at all times.

- Be a resident of the London Borough of Haringey
- Be 16 and over (applications are encouraged from those who are 18-24)
- We welcome applications from Haringey Care Leavers (18-25) and those with disabilities and guarantee an interview for those who meet the minimum criteria

Grade: Apprentice – HAPP – National Living Wage

About the role

As a HR Business Support Apprentice, you will be supporting Haringey's HR Advice team who provides an advisory service to the Council on all employment related matters.

We are looking for someone to provide excellent administrative support to the HR Advice Team as follows:

- To maintain casework related records on our electronic online system (SAP) and excel databases
- To support the administration of Employment Related matters, including disciplinary, grievance and sickness cases
- To support the development and implementation of service initiatives and systems and to input and maintain data and create analysis

About you:

- You will have GCSEs in English and Maths (grade C or above or equivalent)
- You will have a positive 'can do attitude' and good work ethic
- Excellent time-keeping skills and presentable and professional at all times
- Sound verbal and non-verbal communication skills
- Excellent knowledge of Microsoft Office applications i.e. Word, Excel, Power Point and Outlook
- Able to prioritise own workload effectively
- Able to use initiative and work independently

As an Apprentice you will be working towards a Level 3 Business Admin qualification to support your experience with a formal qualification.

Please refer the person specification on page 1.

Apprenticeship standard > [Business Administration](#)