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

Knowledge, Qualifications, Skills, Experience – (Essential and Desirable)

Qualifications

- GCSE grade A* - C or equivalent in Maths and English – (Desirable)

Experience

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

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)

Competencies

- 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.

* Haringey Resident or attended a school / further education institution within Haringey.

* Be 16 and over (applications are strongly encouraged from 16- 24 year olds)

Grade: Apprentice –

HAPP1 – National Living Wage in the first 6 months (probation period)

HAPP2 – London Living Wage thereafter for remainder of the Apprenticeship contract (subject to satisfactory completion of probation period).

Indicative Placements

Business Administration Apprentice - Generic
To carry out a range of office administration duties, supporting a team of colleagues.

This role will be supporting the **Revenues Business rates and Council Tax service** in all aspects of business rates and council tax collections. The service is responsible for maintaining the Council Tax and Business Rates databases and maximising collection of Council Tax and Business Rates.

Apprenticeship Standard - Business Administration level 3