

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Business Support
POST:	Business Administrative Apprentice (Level 3) - MASH
GRADE OF POST:	GR03
RESPONSIBLE TO:	Business Support Team Leader - CSC Operational Teams

JOB PURPOSE

To provide the employee with on the job training and experience as part of the administrative apprenticeship framework (including the achievement of QCF level 3 in business administration) and to support the provision of a high quality and customer focused admin and clerical service in the respective service area.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES

- To assist in the provision of high-quality clerical and administrative support within the respective service area.
- To assist with the review of clerical and administrative processes to ensure they are customer focused and support wider service delivery.
- To assist in the day-to-day maintenance and development of electronic and manual filing and information systems.
- To assist with the administration of meetings by co-ordinating calendars, preparing and circulating documentation and taking and distributing notes/minutes.
- To undertake specific project work under the direction and supervision of the respective service manager.
- To assist with information monitoring, data input, analysis and interrogation activities.
- To work closely with the colleagues across the wider HR/OD team in order to ensure the provision of consistent and 'joined up' services and the promotion of the HR operating model.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)



Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding and Quality Team or Children's Safeguarding Assessment Team.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation / Testing
Qualification, Education & Training	<ul style="list-style-type: none"> A minimum of 5 GCSEs including English and Mathematics or equivalent. 2 'A' Levels or equivalent. Good standard of numeracy and literacy. 	<p>Yes</p> <p>Yes</p>	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> Experience of using Microsoft Office products in particular Word and Excel. Experience of undertaking clerical/administrative work. Familiarity with administrative processes and computerised systems. General understanding of the role of local government. An understanding of data protection/confidentiality requirements. Understanding of the importance of customer care. 	<p>Yes</p> <p>Yes</p>	Interview, application form and selection process
Skills & Personal Qualities	<ul style="list-style-type: none"> A strong desire to acquire further knowledge and skills in a working environment. 	Yes	Interview, application form and selection process.

Skills & Personal Qualities (continued)	<ul style="list-style-type: none"> • Good IT skills. • Good communication skills. • Good attention to detail and ability to work logically and methodically. • Ability to work effectively in a team environment. • Ability to demonstrate good organisational skills. • Good numeracy and literacy skills. • Attention to detail and ability to deal with confidential information appropriately. • Able to communicate through the medium of Welsh. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form and selection process</p>
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