

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Directorate Support Unit
POST:	Business Administrative Apprentice – Level 3
GRADE OF POST:	Grade 03
RESPONSIBLE TO:	Lead Projects & Data Protection Officer

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 administrative service that assists with the operation of an efficient and effective service. This role will involve some exposure to and handling of high risk and extremely sensitive information.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- To assist the Directorate Support Officer (DSA Annexe C) in the preparation and processing of information to support Data Subject Access and Annex C requests. This will involve the handling and redaction of sensitive, confidential, and personal social care records as well supporting external partners to view Social Care records.
Assist in areas of administration within the service area, providing general administrative support to managers and teams.
- Assist the review of administrative processes and procedures to ensure that they are customer focussed and efficient, to improve service delivery.
- Undertake specific project work under the direction and supervision of the manager.
- Assist the administration of meetings by co-ordinating calendars, circulating documentation and under supervision taking and distributing minutes.
- Assist in the maintenance of electronic filing systems.
- Undertake reporting, data interrogation / analysis.
- Liaise with members of staff at all levels on relevant work matters.

GENERAL DUTIES

Health and Safety

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

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 Team or Children's IAA Service within MASH.

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

Business Administrative Apprentice – Level 3

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
Qualifications, Education & Training	<ul style="list-style-type: none"> Minimum of 5 GCSE's including English and Mathematics or equivalent. 	Yes	Production of original Qualification Certificates and application form.
	<ul style="list-style-type: none"> 2 'A' Levels or equivalent. Good standard of numeracy and literacy. 	Yes	
Knowledge & Experience	<ul style="list-style-type: none"> Experience of using Microsoft Office products in particular Word and Excel. 	Yes	Interview, application form and selection process.
	<ul style="list-style-type: none"> Experience of business administration. Familiarity with administrative processes and systems. General knowledge of the role of local government. Understanding of the importance of customer care. 	Yes	
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.
	<ul style="list-style-type: none"> Good communication skills. 	Yes	
	<ul style="list-style-type: none"> An ability to work as part of a team. 	Yes	
	<ul style="list-style-type: none"> Ability to demonstrate good organisational skills. 	Yes	
	<ul style="list-style-type: none"> Excellent IT skills. 	Yes	
	<ul style="list-style-type: none"> Ability to carry out tasks following training and or direction 	Yes	
	<ul style="list-style-type: none"> Good attention to detail and ability to work logically and methodically. 	Yes	
	<ul style="list-style-type: none"> The ability to communicate through the medium of Welsh. 	Yes	