

Job Description

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| DIRECTORATE: | Social Services and Wellbeing |
| DEPARTMENT: | Social Care Workforce Development |
| POST: | Business Administrative Apprentice – Level 2 |
| GRADE OF POST: | GR02 |
| RESPONSIBLE TO: | Partnerships and Business Manager (Social Care Workforce) |

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 2 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.

Assisting in all areas of administration within the Social Care Workforce Development Team, you will be responsible for supporting learning and development activity across the social care sector in Bridgend.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Assist in areas of administration across the range of workforce development functions, providing general administrative support.
- Assist in inputting course / qualification data on relevant databases and spreadsheets, to maintain an accurate record of training and development activity.
- Assist in the gathering of information and preparation of statistical reports and quality management information.
- 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.

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 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.

Job Description

Business Administrative Apprentice – Level 2

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 3 GCSE's including English and Maths at grade C or above or equivalent. Good standard of numeracy and literacy. | | 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. Familiarity with administrative processes and systems. General knowledge of the role of local government. 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. Good communication skills. An ability to form constructive relationships with colleagues and staff from other agencies. Ability to demonstrate good organisational skills. Excellent IT skills. Ability to carry out tasks following training and or direction. Ability to be discreet and maintain confidentiality Good attention to detail and ability to work logically and methodically. | <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> | Interview, application form, reference and selection process. |