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| **Job Description and Person Specification** |  |
| **This authority has a Responsible for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Role Profile**

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| **Post Title** | Apprentice Business and System Administration Assistant | **Post No** | RE331 |
| **Directorate** | Resources | | |
| **Division** | ICT | | |
| **Band and Salary** | National Living Wage | | |
| **Responsible to** | Business Manager | | |
| **Location** | Council House – Solihull | | |
| **DBS Check** | Not Applicable | | |
| **Fluency Duty** | This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers. | | |

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| **Role Purpose** |
| To support in the provision of general administrative, clerical, operational and business support tasks for the Education ICT Services Team (EICTS). Supporting Team Manager, Business Manager and Systems administrator in delivering professional duties enabling the service to run effectively and efficiently. |

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| **Role Responsibilities** |
| To provide full administrative support to the service as follows:   **General duties:**   * Full administrative duties including:-   - dealing with all internal and external stakeholders;  - appropriate management of post;  - diary management;  - timesheet management  - Work as a Team and be committed to your own personal development.  - Support the team to meet and exceed performance targets;  - Be highly motivated to learn new skills to keep pace with the industry.  - To undertake proactive tasks / monitoring as requested by the Business Manager/Systems Administrator.  - Liaising with customers at all levels  - Liaising with suppliers - responsible for maintaining stationery and office supplies   * Specific administrative duties appropriate to Education ICT Services to include:-   - provision of customer quotes accurately and in a timely manner;  - supporting Business Manager to ensure that procurement records are accurately updated in accordance with processes;  - Frequently maintaining the Schools Data Set in an accurate and timely manner; - Operate EICTS Service Desk on Friday’s, following procedures when handling cases.  - support Team Manager, Business Manager and Systems Administrator as and when required. - placing customer orders, allocating asset badged, registering configuration item records in Configuration Asset Management Database, producing Job Packs, updating SharePoint  - assist and work with Business and producing statistical reports.  - following authority financial regulations,  - creation of computer accounts for new customer devices.  - Help to maintain Service Delivery Systems including Asset Databases (CMDB), progress notes, etc - support Systems Administrator with Daily Checks.  - support Systems Administrator with creating user accounts for school staff, pupils and governors. - support System Administrator with general operational duties.    - Any other appropriate duties, as and when required, as commensurate with the grading of the post.  **ITIL Service Delivery**  To develop a working knowledge of the ITIL framework and how it is applied at SMBC. Training will be provided.  Service Asset and Configuration Management  To understand the need for asset management and alongside other team members, contribute to its development, maintenance, accuracy and consistency. Training will be provided.  Incident Management  To contribute to the incident management process under the guidance of team members to ensure consistency of support to our customers. Training will be provided.  **Other**  To carry out such other duties and responsibilities as may be required, and which are commensurate with the grade of the post. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | GCSE Maths and English Grades A-C or 4-9 | Business Admin Level 2 | Application Form,  Interview,  Certificates |

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| **Experience & Knowledge** | A good working knowledge of Microsoft Office packages including, Word, Excel and Outlook |  | Application form |
| Experience of working under pressure and to tight deadlines ensuring accurate maintenance of both paper and electronic filing systems |  | Application form |

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| **Skills & Abilities** | Good oral and written communication skills with a focus on customer care |  | Interview |
| The ability to work on own initiative and as part of a team |  | Interview |
| The ability to collect organise and present information |  | Interview |
| The ability to collect, organise and prepare information ensuring accuracy and attention to detail |  | Application and Interview |
| The ability to organise and prioritise a flexible workload for yourself and others |  | Interview |
| Good telephone manner with the ability to be the first point of contact and take messages on behalf of the team. |  | Interview |
| The ability to maintain good working relationships with a variety of key stakeholders across all levels |  | Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service to meet customer, organisational and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all. | Interview |
| **Trust and Respect -** You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect. | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take Responsible for your actions and decisions. | Interview |
| **Other Requirements** | Willing to undertake the Business Administration Level 3 qualification | Application and Interview |

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| **Compiled/Reviewed by** | Jason Harding – Business ManagerTracey Getlevog – HR Employment Services Adviser |
| **Date** | June 2024 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.