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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 Administration Assistant | **Post No** |  |
| **Directorate** | Resources | | |
| **Division** | Chief Executive Management Team | | |
| **Band and Salary** | National Living Wage | | |
| **Responsible to** | Executive Assistant to the Chief Executive | | |
| **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 provide a wide range of administrative tasks to support the Chief Executive Secretariat. |

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| **Role Responsibilities** |
| * To provide administrative support to the Chief Executive Secretariat to help manage output, workflow and meet deadlines. * To prioritise, plan and co-ordinate your workload efficiently. * Supporting the Executive Secretary in diary management (e.g. setting up meetings for the Chief Executive, 1:1s, meetings with Directors). * Support the planning and organisation of meetings on behalf of the Chief Executive, including the preparation of agendas, distribution of papers, attendance at meetings to record actions and follow up as necessary. * Dealing with face to face queries, phone calls (incoming and outgoing), room bookings for meetings. * Monitor, prioritise, acknowledge and distribute incoming email and correspondence. * Handle and process manual or computerised information, with care, accuracy, confidentiality and security. * To undertake word processing, photocopying, filing and any other admin tasks as required. * Meeting and greeting a wide range of visitors, both internal and external to the Council. * Using the main computer packages, Microsoft Word, Excel, PowerPoint and Outlook. * Any other appropriate duties as and when required. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | 4 GCSE’s passes Grades A-C or 4-9 or equivalent (including Maths and English). | 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 |
| The ability to work on own initiative and as part of a team |  | Application form |

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| **Skills & Abilities** | Good oral and written communication skills |  | Interview and Application Form |
| Ability to handle and maintain confidential and sensitive information. |  | Interview |
| Good organisational skills and ability to plan and prioritise workload. |  | Application Form |
| Ability to adapt to different work priorities. |  | Interview |
| Good attention to detail, with the ability to maintain high levels of accuracy. |  | Interview |
| Positive ‘can-do’ attitude. |  | 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 the service. 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 |

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| **Other Requirements** | Willingness to undertake Business Admin level 3 apprenticeship training  Be willing to undertake other local training programmes for supporting with the role and for personal development. | Application  Interview |

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| **Compiled/Reviewed by** | Jane Tattam Executive  Teresa Markham– HR Employment Services Adviser |
| **Date** | November 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.