

Post Title: Business Administration Apprentice

Post Hours: 37

Responsible to: Administration Officer

Responsible for: None

Main contact associated with principal duties:

- Environmental Services Manager
 - Waste Management Officers
 - Environmental Crime Officers
 - Administration Officer
 - Visitors and Members of the Public
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Job Purpose:

To provide Environmental Services with administrative support to ensure that the service area satisfactorily fulfils all its obligations.

Control of Resources:

None

Main duties and responsibilities:

1. To be an integral part of an administration team working with the Council's IT systems to deal with queries raised by members of the public.
2. To maintain records and paperwork for waste management officers and frontline staff.
3. To assist with the processing of financial records for purchasing goods and processing of invoices for payment.
4. To assist with the weekly summary of transport sheets including issuing of instructions and collating of information regarding mileage and fuel consumption of Council vehicles.
5. To undertake general filing, use of general office equipment and maintaining of established records.
6. To be responsible for the receipt, recording, monitoring, allocation and distribution of all post and mail.

7. To undertake reception and telephone duties, dealing with customer complaints and ensuring that good relationships are established and maintained with a wide range of customers and clients.
8. To ensure confidentiality in all elements of work.
9. To be aware of your responsibilities under equalities legislation, together with the objectives and targets required in the Equalities Action Plan and to ensure delivery of these objectives within the timescales specified.

Selection Criteria	Essential Or Desirable	Assessment Method
Qualifications		
1. Education to GCSE Grade D / Level 3 or above in English and Mathematics, or equivalent.	Desirable	Application Certification
Knowledge, skills, abilities and experience		
2. Some experience in administrative work	Desirable	Application Interview
3. An ability to motivate self and work on own initiative and when required to work as part of a team	Essential	Application Interview
4. A good level of keyboard skills, including a knowledge of Microsoft Word, Excel and Access	Essential	Application Interview Test
5. Literacy skills necessary to produce letters and emails.	Essential	Application Interview
6. Numeracy skills necessary to carry out calculations, raise orders and process invoices accurately.	Essential	Application Interview
Special Requirements		
<ol style="list-style-type: none"> 1. All annual leave will be taken following consultation with and the agreement of the Administration Officer. 2. The post holder will be required to undergo further training, both 'in house' and college based, if required, and such training will be undertaken following consultation with the Administration Officer. 3. You will be based at Fleet Street, Nelson, but will be expected to report to and work from any of the authority's other depots and sites upon request, (without receiving any relocation or travelling expenses). 		

Date: July 2019