

JOB FAMILIES ~ Business Support
Level descriptor – Apprenticeship

<p>Role purpose: Required to participate in project work to support the achievement of team goals. To be responsible for the analysis of data, monitoring of information systems, and production of business documents. To provide excellent customer service and technical support, deal with requests from residents and other stakeholders, gather, analyse and interpret information from spreadsheets and back office systems..</p>	
<p>Typical activities</p> <p>Carry out allocated, activities or tasks to contribute to service delivery for others.</p> <p>Follow step by step instructions that detail the actions to be taken.</p> <p>To provide telephone answering service including taking accurate messages in accordance with procedures.</p> <p>Dealing with customer enquiries from a wide variety of sources.</p> <p>Be responsible for maintaining effective digital information systems within the team.</p> <p>To operate standard and contract based computer applications to produce well-presented and accurately typed letters, reports, memoranda, tabulations and documents making use of all facilities.</p> <p>To input information contained on appropriate documentation and transfer data to computer based records and to amend and update as required.</p> <p>Contribute to the organisation of an event.</p> <p>To maintain accurate filing system to ensure ease of retrieval in accordance with procedures.</p> <p>To compile and maintain a portfolio of evidence in support of the NVQ in Business and Administration to be completed within the timescales for the level of study.</p>	<p>Knowledge, skills & experience</p> <p>Understanding and knowledge of the work environment.</p> <p>Demonstrate literacy and numeracy skills to level 2 on the NQF such as GSCE grade C to A* in maths and English.</p> <p>Be able to perform activities after being shown how to do them and ability to recommend improvements to work processes.</p> <p>Practical work experience to give an understanding of the processes and practices required.</p> <p>Polite and courteous with the general public.</p> <p>Eligibility to follow FE programme for additional qualifications.</p>

Performance measures	Competencies
Quantifiable objectives ~ e.g. <ul style="list-style-type: none"> • Assessment of safe work environment • impact evaluation of intervention/ activity • quality of records, Feedback from members of the public, colleagues and partner agencies Key Performance Indicators (where available) Line manager assessment	<u>Team Working</u> ~ cooperation and flexibility, learns from others <u>Outcome focused</u> ~ achievement of results <u>Problem Solving & judgement</u> ~ makes links between identified potential issues and possible solutions, refers issues to others <u>Planning & Organising</u> ~ follows routines and work schedules <u>Business Awareness</u> ~ Understands the contribution of the role to the work environment and the organisation

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.

<p>The entering of your name and date below will be treated as your signature for declaration purposes.</p>	
Effective Date:	Issued on:
Name:	Date: