

Post Title: Business Administration Apprentice

Post Hours: 37 hours per week

Responsible to: Administration Officer

Responsible for: None

Main contact associated with principal duties:

- Environmental Services Manager
 - Waste Management Officer
 - Enforcement lead
 - Enforcement Officers
 - Waste and recycling coordinator
 - Cleansing and landscape maintenance supervisors and team leaders
 - Business Administration support team
 - Visitors and Members of the Public
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Job Purpose:

To work as part of a business support team providing Environmental Services with administrative support in order to ensure the service area satisfactorily fulfils all its statutory and commercial obligations.

The Service Area provides critical frontline services such as refuse collection, bereavement services and oversees the maintenance of parks, cemeteries, sports pitches and local nature reserves. The Service as the Council direct services arm provides emergency responses to flooding, fallen trees and other emergencies the Council has a statutory duty to respond to under the civil contingencies act of 2004.

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 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: September 2020