

**JOB PROFILE**

<b>Post No.</b>	30313 - 30316
<b>Post Title:</b>	Corporate Apprentice
<b>Unit/Team:</b>	Customer and Business Support Services
<b>Grade:</b>	Age Related Minimum Wage
<b>Service:</b>	Communities and Homes
<b>Reports to:</b>	Customer & Business Support Services Manager
<b>Issue Date:</b>	September 2018

**PURPOSE OF THE JOB**

To join a group of apprentices within Rugby Borough Council providing support to internal and external customers across different teams. Key to the scheme will be a requirement to develop knowledge, skills and behaviours that prepare the apprentice for future customer service and/or administrative roles.

**1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

All corporate apprentices will spend an initial period in Business Support Services and Customer Services to gain a broad understanding of the Council's business and customers. Also, they will gain knowledge and experience and develop skills in the following:

- Knowing who our customers are, both internal and external, and understanding what they need from us
- Using a range of communication skills, including documents such as emails, letters, surveys, agendas and minutes, to build rapport and deliver services to both internal and external customers
- Opening, sorting and distributing incoming post to internal customers including offsite services in accordance with the audit requirements.
- Sorting and processing outgoing post, including post from offsite service areas, utilising the preparation and recording procedures of the current contracted mail and courier service providers.
- Meeting and greeting customers in the reception area and advising them where they need to go.
- Talking to customers who have contacted the main switchboard and transferring them to the person best able to help them.

After this initial period, apprentices will be placed within a variety of service areas for 3 months at a time. Whilst the functions in each placement will vary the following are typical tasks that an apprentice will carry out:

- Answering phone calls, taking messages and dealing with some routine queries

- Dealing with customers to the team, again taking details of their enquiries and passing on to the relevant colleague.
- Arranging meetings
- Record keeping – both paper files and computer records, preparing information for scanning
- Using databases/ICT systems – inputting and updating information, retrieving information
- Photocopying documents
- Assisting with mail outs
- Setting up simple spreadsheets
- Letter writing – using standard letters and drafting simple letters

The group of apprentices will also assist the Council on key projects.

## **2. OTHER DUTIES AND RESPONSIBILITIES**

Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

## **3. SUPERVISORY RESPONSIBILITIES**

None.

## **4. FINANCIAL RESPONSIBILITIES**

May be required to raise purchase orders, goods receipt items or maintain financial records. All these tasks would however be carried out under close supervision and guidance.

## **5. RESPONSIBILITY FOR ASSETS AND DATA**

May be required to update databases, maintain records of supplies and equipment and carry out administrative functions to support the use, maintenance and procurement of equipment and supplies. All these tasks would be carried out under close supervision and guidance.

## **6. EXTENT OF PUBLIC CONTACT**

Mainly contact with Council employees. Some contact with our customers depending on the placement.

## **7. WORKING CONDITIONS AND ENVIRONMENT**

Office based.

**8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council’s rules and follow all reasonable management requirements. These are contained within the Council’s Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Safeguarding

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

**9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

<b>Signed as agreed:</b>	
Manager	Date
Postholder	Date

## PERSON SPECIFICATION



### Post: Corporate Apprentice

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
GCSE Grade C or above in Maths and English. Under the new system, a grade 4 and above will be equivalent to a C and above.	E	A
Physically able to stand, bend and walk in order to sort and deliver the post and use machinery in the print, post and scanning room.	E	A,I
Team Worker	E	A,I
Good Communication Skills e.g. to assist customers	E	A,I
Able to prioritise and organise work	E	A,I
Attention to detail	E	A,I
Good written communication e.g. to send straightforward emails or letters to employees	E	A,I
Able to follow instructions	E	A,I
Self-motivated and, with training or guidance, be able to work on own initiative	E	A, I
Positive approach to your work	E	A,I
Customer focused	E	A,I
IT Skills i.e. Word, Excel and Outlook	D	A, I
Commitment to Equality and Diversity in the workplace	E	A, I

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D