

Job Description

POST TITLE:	Apprentice - Revenues Operations and Technical Services
GRADE:	Scale 1 Training Grade – LLW
SERVICE AREA	Finance and Resources
DIVISION / UNIT	Financial Operations and Customer Services
REPORTS TO:	Front Office Manager
MANAGES/SUPERVISES	n/a

PRIMARY JOB FUNCTION

To work in a supported learning environment to develop the skills and knowledge that will assist the apprentice to complete their qualification and secure employment and progress in their career in the future.

DUTIES AND RESPONSIBILITIES

1. To undertake a development programme leading to a National Vocational Qualification Business Administration (Level 2) as part of an apprenticeship.
2. To actively participate in their own development plan under the supervision of the line manager and the assessor from the college: a minimum of five hours of the working week must be allocated to this, while studying for the NVQ.
3. To work under supervision to learn office/ administration skills including filing, photocopying, and answering queries. This list is not exhaustive and is specific to the service you will be working in.
4. To take part in meetings, supervision and training as requested by the manager.
5. To undertake other duties commensurate to the learning and development of the young apprentice.

ADDITIONAL:

- To use information technology systems to carry out duties in the most efficient and effective manner.
- To achieve personal appraisal targets, as agreed by the line manager.

- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To carry out duties and responsibilities in accordance with the council's customer care standards.
- To be committed to the Council's core values of serving the public first, being open honest and fair, and respecting all people and communities and to demonstrate this commitment in the way duties are carried out.
- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).


Post holder Declaration

Name:	
Signed:	
Date:	

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post.

You should demonstrate on your application form how you meet each of the following essential criteria. Please ensure that you address each one of the criteria as this will be used to assess your suitability for the post.

Service Area: Finance and Resources		Division: Financial Operations
Post Title: Apprentice - Revenues Operations and Technical Services		Grade: Scale 1 Training Grade - LLW
REQUIREMENTS		
EDUCATION and EXPERIENCE		A/I/T*
E1	Not qualified already to Level 2 or above in Business Administration	A/T
E2	Not qualified to NVQ level 4 or degree level qualification or working towards them, able to meet the entry requirements of the NVQ course and to attend and undertake the studying and coursework required to complete the course	A/T
E2	Able to communicate both written and orally and to present information clearly and concisely	A/I
E3	Currently unemployed or economically inactive	A
KNOWLEDGE, SKILLS and ABILITY		
E4	Able and willing to follow instruction and learn new tasks	A/I/T
E5	Able to work flexibly as part of a team	A/I
E6	Willing to learn and to take responsibility for their own development	A/I
E7	Willing to organise own workload	A/I
E8	Able to attend work at the required times	A/I
E9	Committed to completing the apprenticeship	A/I
COMMITMENT TO EQUAL OPPORTUNITIES		
E10	Ability to adhere to the Council's Dignity for All policy.	A/I
SPECIAL REQUIREMENTS OF THE POST		
E11	This role will require you to obtain through us an Enhanced satisfactory clearance from the Disclosure and Barring Service (DBS)	
E12	Eligibility to the apprenticeship scheme is open to Islington residents or Islington school leavers only.	A/I

Assessed by: A= Application, I= Interview, T= Test

E = Essential