

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	<b>Administration Apprentice</b>
<b>Service:</b>	Commercial Services
<b>Team:</b>	Waverley Training Services
<b>Location:</b>	Farnham Memorial Hall, Babbs Mead, West Street, Farnham, GU9 7EE
<b>Reporting to:</b>	Data and Administration Manager
<b>Responsible for:</b>	N/A
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .
PRINCIPAL PURPOSE OF THE ROLE	
To provide administration support to all areas of Waverley Training Services in line with the needs of the business.	
MAIN DUTIES AND ACCOUNTABILITIES	
<ul style="list-style-type: none"> <li>Assist with administration support for our Management Information and E-Portfolio system. Becoming proficient on both.</li> </ul>	

- Assist in the running of the Recruit an Apprentice website – maintaining it, checking for applicants and adding new vacancies.
- Help monitor and update our social digital media.
- Provide a reception service by responding to visitors, answering the telephone, screening calls, giving information as appropriate and taking accurate messages as well as cover at Memorial Hall.
- Maintain the manual and computerised learner records.
- Produce learners portfolios from master files ensuring everything is accurate
- Taking minutes and attend meetings.
- Support the production of our monthly newsletter
- Provide assistance with general administrative duties such as opening and distributing post, filing and photocopying
- Attend careers fairs and recruitment events with the Business Development team.

### **Business Continuity**

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

### **Health and Safety**

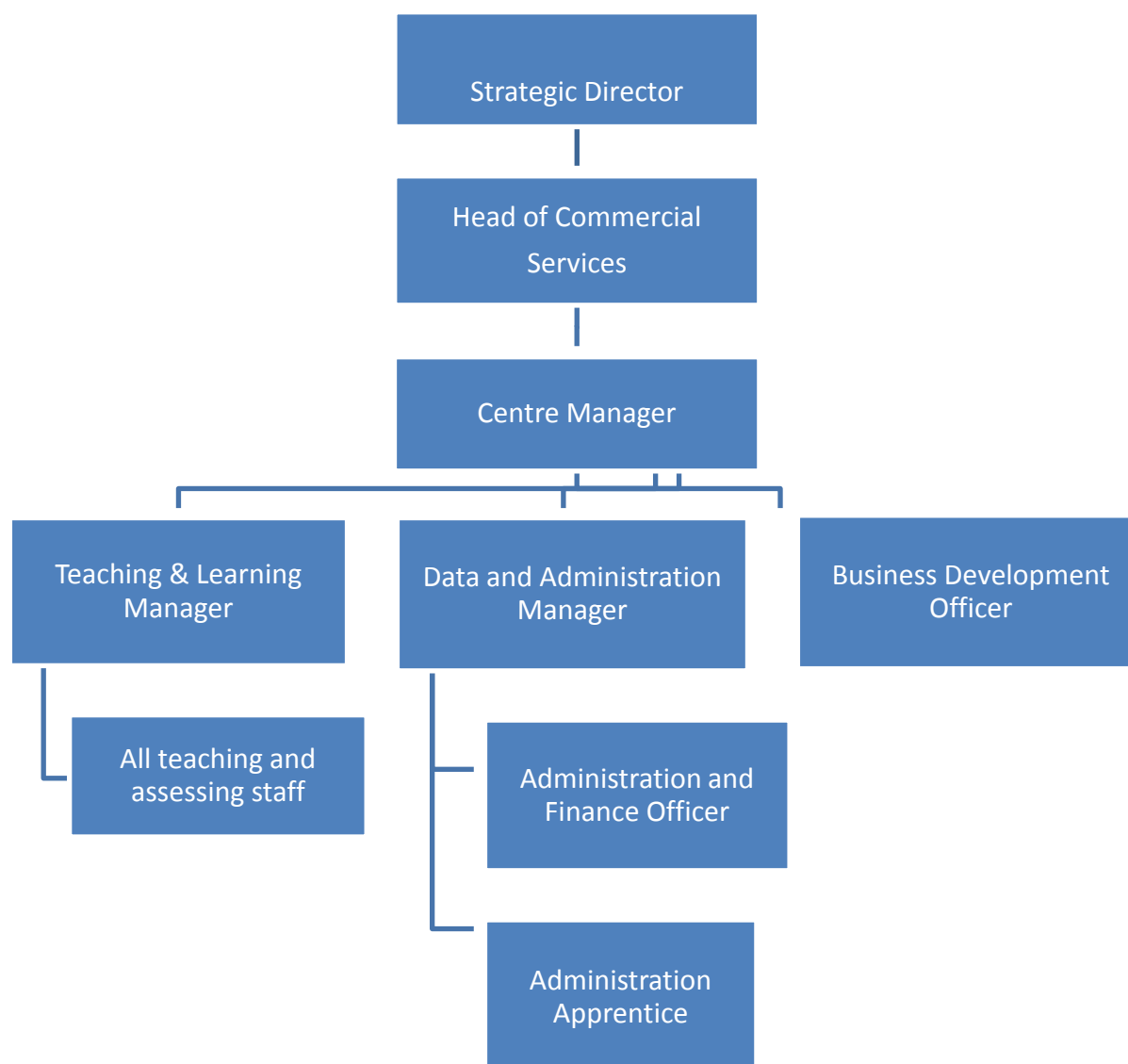
Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

## **DIMENSIONS OF THE ROLE**

- Adhere to policies, procedures and processes
- Work with the team to deliver excellent customer service
- Be responsible for accurate assessments and record keeping.

## **AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT**

	What you can expect from Waverley	What Waverley expects of you
3 Months	<ul style="list-style-type: none"> <li>• To receive an introduction and training in your role.</li> <li>• To be part of a supportive environment.</li> <li>• To be given training in relevant IT systems.</li> <li>• To receive dedicated time set aside to work on your qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• To attend Apprenticeship Induction</li> <li>• To attend Council Induction</li> <li>• To be punctual</li> <li>• To show commitment to the apprenticeship</li> <li>• To be courteous to other members of the team.</li> </ul>
6 Months	<ul style="list-style-type: none"> <li>• To learn how to respond to a basic level of customer enquiries.</li> <li>• To receive dedicated time set aside to work on your qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• To have a positive approach to learning</li> <li>• To deal with customers in a polite, friendly, helpful and respectful manner.</li> </ul>
12 months	<ul style="list-style-type: none"> <li>• To receive dedicated time set aside to work on your qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to developing your existing knowledge to enable you to perform administrative tasks effectively.</li> </ul>
18 months	<ul style="list-style-type: none"> <li>• Assistance with developing your CV and support with applications for positions both internal and external to the council</li> <li>• To receive dedicated time set aside to work on your qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of the qualification.</li> </ul>



## CUSTOMERS AND CONTACTS

### INTERNAL

- Centre Manager
- Administration team
- Apprenticeship team
- Study Programme team
- Other services within Waverley Borough Council

### EXTERNAL

- Learners
- Employers
- Other services

## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	Basic literacy and numeracy skills.	<b>A</b>	Maths, English and IT GCSE (or equivalent).	<b>C</b>
<b>KNOWLEDGE /TECHNICAL SKILLS</b>			Good understanding of Microsoft Office (e.g. Word, Excel, Outlook, PowerPoint).	<b>A/I</b>
			Awareness of Safeguarding	<b>A/I</b>
<b>COMMUNICATION</b>	Positive attitude when asked to complete tasks.	<b>A/I</b>	Experience of using a range of different communication styles in a voluntary or paid job (e.g. face-to-face, telephone, e-mail, letter).	<b>A/I</b>
	Good listening skills.	<b>A/I</b>		
<b>CUSTOMER SERVICE</b>	Prompt in responding to enquiries.	<b>A/I</b>	Experience of paid or voluntary work dealing with customers (e.g. as a	<b>A/I</b>

			receptionist, in a shop, bar or restaurant).	
	Friendly & helpful.	<b>A/I</b>		
	Able to accurately record customers' requests.	<b>A/I</b>		
	Motivated to help resolve customers' problems.	<b>A/I</b>		
	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>I</b>		
<b>TEAM WORKING</b>	Works with other people to achieve shared goals.	<b>A/I</b>	Experience of team working	<b>A/I</b>
	Deliver the work asked of you.	<b>A/I</b>		
	Treats everyone with respect.	<b>A/I</b>		
<b>MANAGING SELF AND OTHERS</b>	Reliable	<b>A/I</b>	Experience of meeting assignment deadlines or helping to arrange an event or activity that had run to time (e.g. a school play/production, music event or school dance)	<b>A/I</b>
	Able to meet deadlines	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Takes pride in work	<b>A/I</b>	Experience of making Improvements to an existing project or starting one.	<b>A/I</b>
	Responds to changing needs and circumstances	<b>A/I</b>		
	Keen to learn and develop new skills	<b>A/I</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. item	<b>A/I</b>		

**How assessed**

A = Application CV/Personal Statement  
 C = Certificates/professional Registration  
 D = DBS police check  
 E = Exercise  
 I = Interview  
 M = Medical assessment

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<b>Job title:</b>	Apprentice – Waverley Training Services	<b>Post no:</b>	AC27
<b>Service:</b>	Commercial Services	<b>JE score:</b>	
<b>Team:</b>	Waverley Training Services	<b>Pay band:</b>	Apprentice Year 1
<b>Location:</b>	Farnham Memorial Hall, Babbs Mead, West Street Farnham GU9 7EE	<b>Position type:</b> (if part time, working pattern)	Full time 35 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>1</b>	
	Customer Service:	<b>1</b>	
	Team Working:	<b>1</b>	
	Managing Self and Others:	<b>1</b>	
	Can do approach/Results	<b>1</b>	
<b>REVIEWED BY:</b>		<b>DATE:</b>	
<b>CHECKED IN:</b>		<b>DATE:</b>	
<b>LAST UPDATED:</b>	HR	<b>DATE:</b>	Sept 2020