**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** **Trainee Business Administrator** **[Fixed Term until March 2026]** | **Grade**: **Salce 1**  |
| **Section:** **Economic Development Office** | **Directorate:** **CEG - EDO** |
| **Responsible to following manager:****Quality and Administration Officer** | **Responsible for following staff: N/A** |
| **Post Number/s:****RWH0027** | **Last review date: Jan 2025**  |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

As Trainee Business Administrator you will assist with managing resident referrals to the service including registering and managing personal information, you will support with front of house duties, taking part in Work Match events and provide a high level of customer services to our residents and stakeholders. You will support social media campaigns for Wandsworth & Richmond Work Match as well as supporting the teams with day-to-day administrative duties.

**Specific Duties and Responsibilities**

1. Data input, data extraction, photocopying, scanning, filing and typing duties as directed assisting with the monitoring and ordering and of stock supplies (specific to role as appropriate).
2. To deal with internal and external post and emails on a day-to-day basis
3. To produce and update spread sheets and templates to support administration monitoring, and quality processes.
4. To register candidates interested in using the service as well as updating their information on internal CRM system.
5. To respond to queries, both face to face, telephone, and online, take messages and pass them on to the relevant member of staff in an appropriate and timely manner.
6. To contact residents by phone, email, or video conferencing in relation to appointments with WorkMatch colleagues.
7. Coordinate the reception area as first point of contact by managing the reception area, greeting visitors, and consistently upholding a high standard of customer service."
8. To manage training and meeting room bookings ensuring that all enquiries are accurately dealt with, refreshments planned and room setup appropriately.
9. To liaise with employers and businesses, developers, residents, Jobcentre Plus, Colleges and training providers, on behalf of WorkMatch colleagues
10. To maintain filing systems in line with data protection, organisations policies and procedures, always maintaining strict confidentiality
11. To schedule, attend and take part in team meetings.
12. Throughout the training period the post holder will be expected to complete all education and training as required**,** signing a learning contract with the training provider and adhere to the agreement.
13. To support colleagues in the use of office equipment and to report any defects in equipment as appropriate.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

**Team structure**

For the current structure please go to The Loop.

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**Person Specification**

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|  **Job Title: Trainee Business Administrator** **[Fixed Term until March 2026]** | **Grade**: **Salce 1** |
| **Section: Economic Development Office** | **Directorate:** **CEG - EDO** |
| **Responsible to:** **Quality and Administration Officer** | **Responsible for: N/A**  |
| **Post Number/s:****RWH0027** | **Last Review Date: Jan 2025**  |

**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | **Assessed by** **A/I/T/C** **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Experience and knowledge of social media platforms |  | **X** | **A, I** |
| Experience of using Microsoft Word and Excel  | **X** |  | **A,I,T** |
| Knowledge of GDPR/ Data Protection regulations | **X** |  | **A,I** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| A track record of high levels of attendance and punctuality | **X** |  | **A,I** |
| Previous experience of administrative work and dealing with people from a wide range of backgrounds | **X** |  | **A,I** |
| Ability to work as part of a team. | **X** |  | **A,I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Competent to process administration tasks accurately following instructions | **X** |  | **A,I** |
| Ability to work remotely with limited supervision | **X** |  | **A,I** |
| Good interpersonal and communication skills | **X** |  | **A,I** |
| Ability to deliver tasks and work to deadlines in a busy office |  | **X** | **A,I,T** |
| Confidence and ability to establish effective working relationships through face to face and remote communications methods.  |  | **X** | **I,T** |
| Excellent organisational skills, and experience of supporting projects or services in a busy office-based environment |  | **X** | **I,T** |
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| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| Minimum of 4 GSCE’s or equivalent (this must include A – D in Maths and English Language or equivalent) | **X** |  | **A,C** |
| Competent user of computer software packages in particular Microsoft Office packages at intermediate level  | **X** |  | **A,I,T** |
| Must meet requirements of training provider for access to NVQ level 3 programme |  | **X** | **A,I** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**