

Job Profile

Provisional Job Title: Administration Assistant Apprentice	Grade: Apprentice Scale
Section: Lifelong Learning	Directorate: Children's Services
Responsible to: Community Learning Administrator	Responsible for: N/A
Post Number:	BAA05

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose:

Wandsworth Council Lifelong Learning (WCLL) delivers programmes aimed at improving the lives of Wandsworth residents.

We are looking for a confident, computer literate team player who will support with administrative duties across our community learning, accredited learning, apprenticeship and work experience programmes. You will have excellent customer service skills and be able to communicate effectively with service users and staff.

Responsibilities include administrative support, project and marketing activities, meeting organisation, filing, copying and reception duties. You will use Microsoft Office applications and bespoke databases to enter, maintain and monitor information and records. You will also help learners enrol at sites across the borough, register them with awarding bodies, help set up training sessions, and attend and support awards ceremonies and events.

Specific Duties and Responsibilities:

As part of the WCLL team, you'll get involved in a variety of tasks and build your skills as you learn. You will:

- Support learners and customers, answering enquiries by phone, email and face-to-face.
- Help with general administration, including data entry, scanning, filing, checking paperwork and updating records.
- Use digital systems, including Microsoft O365, SharePoint and WCLL databases, to keep information organised and up to date.
- Help organise courses and assessments, including preparing paperwork, booking venues and making sure tutors have what they need.
- Support learner enrolments and assessments, helping learners with course, attendance and eligibility queries.
- Help the apprenticeship team, contacting candidates and preparing enrolment and assessment information.
- Support exams and learner registrations, including bookings and invigilation where needed.
- Get involved in events, including learner awards and marketing activities.
- Help the team stay organised, including reception duties, ordering supplies and supporting the day-to-day running of the office.
- Work as part of the wider team, learning new tasks and helping to provide a great service to learners.

You will receive support and guidance throughout the role, with opportunities to learn new skills and take on more responsibility as your confidence grows.

Progression:

We can provide you with excellent apprenticeship training and build your experience in business administration and customer service. This Apprenticeship will work towards gaining a recognised Administration Assistant Level 2 Standard.

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

You will have:

- Basic digital skills, including using Microsoft 365, email, Outlook Calendar and the internet.
- A good standard of written English, including spelling, grammar and punctuation.
- Good communication skills, with the confidence to speak and write clearly to different people.
- A friendly, polite and professional approach when helping people face-to-face and over the phone.
- Good attention to detail and the ability to complete tasks accurately.
- Good organisation skills, including keeping documents, files and information organised.
- The ability to manage your time, stay calm when things get busy and work out which tasks need to be completed first.
- The ability to work well as part of a team, ask for help when needed and support others.
- The ability to follow instructions and meet deadlines.
- A positive attitude and a willingness to learn, develop your skills and take on new challenges.

Education History

To help us to be as accurate with your information as possible, you will be required to provide us with your education history. Most of our apprenticeship opportunities are government funded.

The WCLL Work Based team will look at your qualifications to check the apprenticeship and will not duplicate any training or assessment you have received from any other source, however, please be aware, in some cases previous higher learning may exclude you from an advanced government-funded apprenticeship.

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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](#) as they are an integral part of our recruitment and selection process.

Requirements	Essential	Desirable	Assessed by A & I/ T/ C
Knowledge			
Good organisational skills, with the ability to keep files and records organised, up to date, and easy to find.	X		A/I/T
An understanding of the importance of equality and diversity and health and safety in the workplace	X		A/I
Experience			
Previous administration/reception work experience		X	I/C
Skills			
Basic keyboard skills, use of Microsoft O365, email & Outlook Calendar and the internet	X		A/I/T
Good standards of English spelling, grammar and punctuation	X		A/I
Good communication skills, including the ability to take and give simple messages, to communicate effectively verbally and in writing with a range of people and to	X		A/I/T

take down telephone messages clearly and accurately			
Good interpersonal skills and proven experience of dealing effectively, politely and diplomatically with people, both face-to-face and on the telephone.	X		I
Ability to work flexibly and co-operatively with colleagues in a team, asking for and giving support as needed	X		I
*Please note for the Administration Assistant Apprenticeship Level 2 Standard is only available to individuals aged up to 24.			