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

**Job Description**

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|  **Job Title: Access for All programme Business Administration Apprentice** | **Grade**: Apprentice £19,747 in year 1£24,684 in year 2 (after successful completion of year 1) |
| **Section:** Cost of Living Programme - Wandsworth | **Directorate:** Finance |
| **Responsible to following manager:**Ben ThreadgoldCost of Living Programme Manager | **Responsible for following staff:**None |
| **Post Number/s:** | **Last review date:** November 2024 |

**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**

To provide administrative support to Wandsworth Council’s new Access for All programme as required. You will work in a supported learning environment to develop the skills and knowledge required for a business administration apprentice. We will assist you to complete a Level 3 Business Administration apprenticeship qualification and progress in your future career. You will be mostly office based at Wandsworth Town Hall.

**Specific Duties and Responsibilities**

1. Undertake a development programme leading to a Level 3 Business Administration qualification as part of an apprenticeship.
2. Actively participate in your own development plan under the supervision of your line manager and the training provider.
3. Work under supervision to learn office and administration skills including;
	* Assisting with the establishment of a registration process for Access for All offers
	* Processing applications from residents to join the Access for All scheme
	* Supporting residents via phone and email and in-person to complete Access for All registration.
	* Maintain Access for All database.
	* Assist with administrative tasks related to specific Access for All offers.
	* Provide administrative support at meetings, briefings and training events
4. Working with other Council services to collect and report data on the uptake of Access for All offers.
5. Provide support to programme manager with aspects of project management such as maintaining action trackers and risk logs.
6. Develop strong professional relationships with your own team and with others we work alongside.
7. Attend training events designed to improve communication and assist with your own development and that of your role.
8. Undertake other duties compatible with your learning and development as required.

**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 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**

**Person Specification**

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| --- | --- |
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| **Responsible to:** Ben ThreadgoldCost of Living Programme Manager | **Responsible for:** None |
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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](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 & Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to communicate and to present information clearly and concisely both verbal and written, with good attention to detail, this is likely to include taking telephone enquiries. | **X** |  | **A/I** |
| Strong existing IT skills and ability to learn new systems. | **X** |  | **A/I** |
| Ability and willingness to follow instruction and learn new tasks. | **X** |  | **A/I** |
| A positive attitude towards teamwork and able to work as part of a team. | **X** |  | **A/I** |
| Willingness to learn and to take responsibility for your own development. | **X** |  | **A/I** |
| Ability to organise own workload and meet deadlines. | **X** |  | **A/I** |
| Ability to adapt to different situations which may arise from time to time  | **X**  |  |  |
| Commitment to completing the apprenticeship and obtaining a qualification. | **X** |  | **A/I** |
| Ability to display sensitivity and maintain confidentiality. | **X** |  | **A/I** |
|  |  |  |  |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience of working with members of the public |  | **X** | **A/I** |
| Ability to meet the entry requirements of the level 3 Business Administration apprenticeship, including regular tutorials and tasks required to complete the qualification. | **X** |  | **A/I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| **Good general education**  | **x** |  | **C** |
| **English and Maths at Grade 4 and above or the equivalent**  |  | **x** | **C** |
|  |  |  |  |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**