



number one for
service and value

Job Profile

Provisional Job Title: Trainee Business Administrator [Fixed Term until July 2022]	Pay: LLW
Section: Economic Development Office	Directorate: CEG - EDO
Responsible to: Quality and Administration Officer	Responsible for: N/A
Post Number/s: RHW0027	Date June 2020

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

As Trainee Administrator you will assist with managing resident referrals to the service including registering and managing personal information, you will support with recruitment initiatives to ensure that residents are best placed to secure jobs created through the investment, regeneration and growth in the borough. You will support social media campaigns for Wandsworth WorkMatch as well as supporting the teams with day to day administrative duties.



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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. To be the first point of contact and support the reception area at all times, meeting and greeting visitors whilst delivering 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. Maintaining strict confidentiality at all times
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



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Generic Duties and Responsibilities

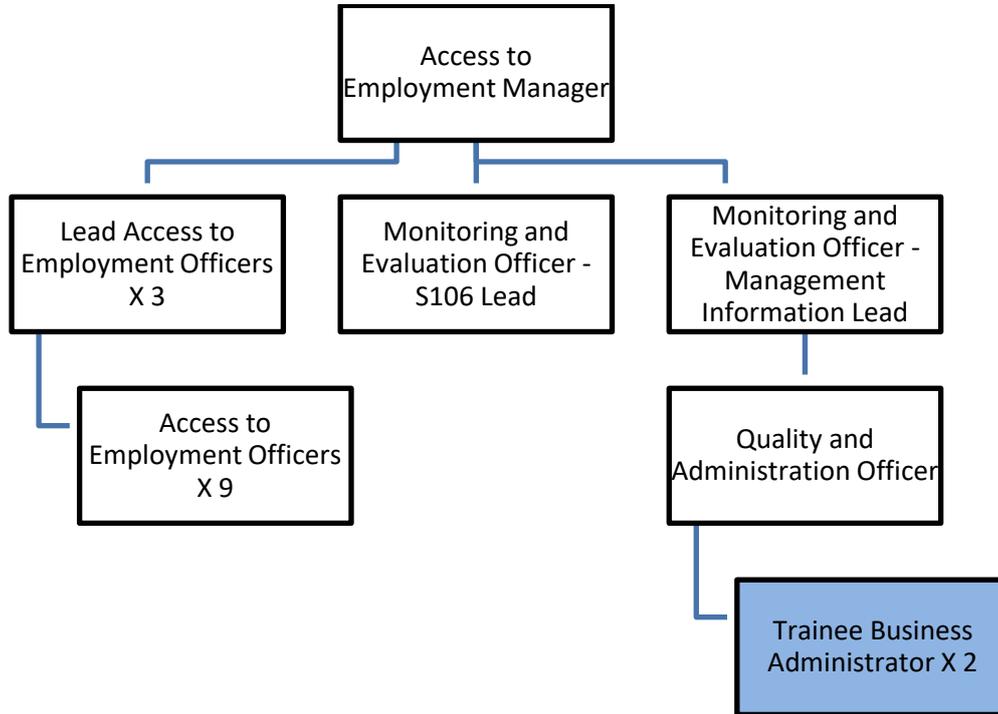
- To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Postholder will also be required to support with and attend jobs fairs and local events and from time to time, may be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.



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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- **Being open.** Being open means we share views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.
- **Being supportive.** Being supportive, means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.
- **Being positive and helpful.** Being positive and helpful, means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Requirements	Assessed by A & I / T / C
Knowledge	
Experience and knowledge of social media platforms	A, I
Experience of using Microsoft Word and Excel	A, I, T
Knowledge of GDPR/ Data Protection regulations	I
Experience	
A track record of high levels of attendance and punctuality	A, I
Previous experience of administrative work and dealing with people from a wide range of backgrounds	A, I
Ability to work as part of a team.	A, I
Skills	
Competent to process administration tasks accurately following instructions	I, T
Ability to work remotely with limited supervision	A, I, T



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Good interpersonal and communication skills	A, I
Ability to deliver tasks and work to deadlines in a busy office	A, I
Confidence and ability to establish effective working relationships through face to face and remote communications methods.	I, T
Excellent organisational skills, and experience of supporting projects or services in a busy office-based environment	A, I
Qualifications	
Minimum of 4 GCSE's or equivalent (this must include A – D in Maths and English Language or equivalent)	A, C
Competent user of computer software packages in particular Microsoft Office packages at intermediate level	A, T