

<b>Job Title:</b> Administrative Assistant Apprentice	<b>Role Profile Number:</b> N/A
<b>Grade:</b> Apprentice	<b>Date Prepared:</b> 29/10/2020
<b>Directorate/Group:</b> Children, Families and Young People	<b>Reporting to:</b> Specialist Community Health service Manager
<b>Structure Chart attached:</b>	No

**Job Purpose**

Facilitating office organisation and communication by performing administrative duties and acting as a receptionist.

**Key Accountabilities**

Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required

**Supplementary Accountabilities**

- Providing office support including service user and employee support
- Keeping well-organised files and records of business activity
- Researching company data and archived reports
- Keeping computer databases up to date
- Interacting with clients either on the phone or in person
- Making appointments for therapy staff
- Answering phones and connecting calls to the proper department
- Taking phone messages and passing them on
- Following up on business communications, billing, and ordering
- Communicating with materials suppliers and vendors
- Invoicing
- Using spreadsheets to track expenses and company spending

- Collecting and inputting company data
- Making travel arrangements for employees
- Learning about SBC Vision and available services in Children’s Community Health
- Educating Service users about what services are available to them and how to be referred
- Sending faxes and emails
- Preparing documents by printing, copying, or formatting into presentations ore reports
- Writing and editing company correspondence
- Collecting and sorting post
- Assisting with minor technical support
- Scheduling appointments and events
- Ordering office stationery and other supplies
- Preparing meeting rooms by setting up chairs and getting refreshments
- Participating in office meetings and taking meeting minutes
- Giving feedback on office efficiency and suggesting possible improvements
- Being ready for any other administrative tasks that are required
- Managing reception
- Requesting and managing building maintenance

### **Knowledge & Experience**

#### ***Skills & Apprenticeship Training***

*The candidate will be working towards an Intermediate Apprenticeship in Business Administration Level 3*

### **Qualifications**

Where a business administrator has not already achieved Level 2 English and Maths, they must do so before taking the end-point assessment.

The apprenticeship will typically take between 12 and 18 months to complete and will include work based learning and attendance at college.

### **Creativity and Innovation**

- Uses a variety of approaches to problem solve
- Flexibility to meet the varying demands of the role
- Proactive
- Can work within a team as well as on own initiative

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b>  <b>Typical tasks supervised/allocated to others</b>  None</p>	<p><b>Budget Holder Responsibility</b></p> <p><b>Asset Responsibility:</b>  Laptop  Mobile  DSE equipment</p>	<p>No  .</p>
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**Contacts and Relationships**

- Working closely together with other members of the integrated paediatric therapy team.
- Works with invoicing team
- Knows contact numbers and key people in SBC maintenance teams
- Develops relationships with the wider teams working at Saltway centre

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

**Physical Effort – light infrequent**

Lifting of paper files, bending to retrieve files.

**Mental Effort Frequent concentration; work pattern predictable**

Concentration required to use spreadsheets, ensuring letters etc. go to the right person, being able to multitask manage phones whilst completing other work.

**Emotional Effort**

Occasionally having to manage frustrated patients in reception or on the phone.

**Working Conditions**

Working in an office environment, meetings or occasionally directly with members of the public.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	