



## Role Profile

<b>Job Title:</b> Economy and Development Administration Apprentice (L3 Apprentice)	<b>Role Profile Number:</b> N/A
<b>Grade:</b> Apprentice	<b>Date Prepared:</b> February 2023
<b>Directorate/Group:</b> Economy and Development	<b>Reporting to: Technical Administration and Support Services Manager</b>
<b>Structure Chart attached:</b>	No

### Job Purpose

- To provide admin support to teams within the Strategic Growth and Development Directorate.
- Responsible for receiving and resolving enquiries through phone calls, emails and correspondence.
- Organise and support the delivery of a range of activities within the directorate providing administrative support for officers.
- To provide administrative support to the Technical Administrative and Support Services Manager in relation to dealing with customer complaints, members enquiries and measuring performance.

### Key Accountabilities

Assist with general administrative support for the directorate, as directed by the line manager, which may include:

- Dealing with requests/complaints/queries within an agreed time. This includes logging calls, issues and transactions, ensuring accuracy of information to allow for tracking purposes and quick resolution of queries, complaints and enquiries
- Input data into the relevant case management systems for the directorate and ensuring data is kept up to date.
- Production of case related information which may involve some research, collation and presentation
- Providing support on request validation in relation to applications and timeline compliance
- Running prepared performance reports for use by managers within the directorate
- Using various IT programmes (primarily Microsoft Word, Excel, PowerPoint and Teams) to collate and format documents, reports, presentations and undertake some simple analysis
- Updating intranet or website pages on behalf of the directorate
- Managing relevant team mailboxes and co-ordinating responses
- Using digital technology to support team activities, for instance through using social media
- To obtain an understanding of the different services within the department and be able to undertake generic work across them all including (when requested) raising purchase orders, raising invoice payments, adding information to public registers and public web portals
- Provide information to line managers when requested on their employee's mandatory training records and needs
- Provide information to line managers when requested in relation to employee sickness and other absence
- Support the Heads of Service within the directorate with the administration of the Performance Appraisal process
- Share ideas, observations and suggestions for improvement within the directorate support continuous business improvement.
- Support with any ad hoc projects and events as required by the directorate
- Develop relationships with managers and employees, contributing to the development of the service.

## Development

- Fully participate in the apprenticeship and other related development opportunities
- Complete all apprenticeship coursework and assessments on time and to the required standard
- A mentor will be allocated to support you in your role

## Knowledge & Experience

- Knowledge of office administration including Microsoft Office software packages; Outlook, Word, Excel desirable but not essential as full training will be provided
- Ability to work unsupervised and maintain confidentiality.
- Good communicator and able to build and develop relationships with internal and external customers
- Customer service skills
- Work constructively as a team member with a willingness to support others
- Organisation Skills

## Qualifications

A minimum of 3 GCSEs of Grade 4/C including Maths and English

## Working Environment

- Hybrid working, both working from home and working from the office for collaboration and team meeting purposes

## Creativity and Innovation

- Contribute to the development of the department's service delivery and staff management processes ensuring improving business processes.
- Problem solving
- Solution focussed

<u>Job Scope</u>	<b>Budget Holder Responsibility</b>	Yes/No
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• None</li></ul>		
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• None</li></ul>	<b>Asset Responsibility:</b>	

## Contacts and Relationships

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Directors, Heads of Service, Managers, Team Leaders and employees of the Council
- Council contractors

- Members of the public
- Councillors

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