



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

Job Title: Apprentice Business Administration Level 3

**Department: Communities Economy and Transport - Directors
Executive Support Team**

Grade: [Apprentice level 3](#)

Responsible to: Business Support Officer

Purpose of the Role:

Provide administrative support so that colleagues are assisted to deliver services to the public. To contribute to meeting team priorities while maintaining own professional development.

Key tasks:

1. Have an understanding of how to undertake administrative tasks, such as photocopying, fax transmissions, processing mail, maintaining filing systems, archives and resource libraries and updating information.
2. Have a working knowledge of Microsoft applications such as Outlook, Word and Excel.
3. Answer the telephone and liaising with staff, clients and other agencies to assist in the delivery of services.
4. Following guidance in dealing with correspondence and producing reports from written documents.
5. Learn to accurately input data into computerised systems, databases and spreadsheets and process and retrieve data as necessary.
6. Liaise with staff, clients, and other agencies, to share information where appropriate, ensuring that council procedures are properly followed.
7. Develop the skills to minute, produce and distribute accurate records of meetings.
8. Administer petty cash, travel, warrants, etc, within departmental standards.

9. Developing the skills to administer financial processes, including collection and distributions of monies and banking, processing invoices, arranging countersignature and payments.
10. Order and maintain stocks of relevant stationery and forms, with the agreement of the Administration Co-ordinator.
11. Learn to provide support to individual managers as required, including diary management, travel planning, arranging and supporting events and arranging and servicing meetings.
12. Learn to contribute to the organisation of an event
13. Learn how to develop a presentation
14. Learn how to answer and resolve an issue for staff, customers or other agencies.
15. Learn to manage professional development and prioritisation of workload to include training time required to achieve relevant apprenticeship qualification.
16. Undertake Level 3 apprenticeship training framework in Business Administration or Customer Service, in accordance with the framework most relevant to the role.

Recognising that ESCC is a large organisation with a number of overarching priorities extending to all areas of our work, you should be aware of these Council priorities and proactively seek appropriate opportunities in your work/service area to contribute, in consultation with your line manager; in particular, but not limited to:

- Net zero emissions targets – reduce your work's environmental impact.
- Equality, Diversity and Inclusion – contributing to an inclusive and supportive working environment.
- Making the best of our resources - ensuring awareness of the impact of what you do to maximise the use of public monies.

PERSON SPECIFICATION

Essential education and qualifications

1. [RQF level 2](#) in Maths and English
2. N.B. For the purposes of enrolment on to the apprenticeship training course, we cannot accept applications from candidates with a qualification equal to or above in a related subject, or with more than 12-24 months of work experience in an administration role'.

Essential key skills, abilities, knowledge, experience, values and behaviours

3. Word processing skills.
4. Ability to effectively organise own workload
5. Ability to accurately input and check data
6. Ability to communicate effectively including effective interpersonal skills
7. Ability to check for accuracy and give attention to detail.
8. Ability to work in a team.
9. Working knowledge of Microsoft Office (in particular Outlook, Word and Excel)
10. Awareness of the role of an administrator and the function of the team the role supports
11. Ability to use own initiative.
12. Commitment to personal and professional development

Desirable key skills, abilities, knowledge, experience, values and behaviours

13. Knowledge of spreadsheets, word processing and databases.

Document version control:

Date created/amended: September 2022

Name of person created/amended document: MK

Job Evaluation Reference: 12866

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	Yes
Working with children/vulnerable adults	No
Moving & handling operations	No
Occupational Driving	No
Lone Working	No
Working at height	No
Shift / night work	No
Working with hazardous substances	No
Using power tools	No
Exposure to noise and /or vibration	No
Food handling	No
Exposure to blood /body fluids	No