

Boston Borough Council
Job Description

Job Title
 Apprentice

Grade
 Apprentice

Reports to
 Department Manager

Responsible FOR
 n/a

Is this post eligible for a DBS check? NO
 Boston Borough Council will re-check employees, as a minimum, at 3 yearly intervals.

A Purpose of job:

- | | |
|---|--|
| 1 | To provide administrative support to the relevant service area as directed by the service manager. |
| 2 | Provision of administrative support across the Authority when required, as directed. |

B Main responsibilities, tasks and duties

- | | |
|---|---|
| 1 | To assist in the provision of general clerical and administration support to the service area. |
| 2 | To maintain appropriate records on all computerised and manual systems. |
| 3 | To answer incoming calls to the section you are working in courteously and efficiently. |
| 4 | To undertake postal duties including the processing of incoming and outgoing mail in an efficient manner. |
| 5 | To assist with the preparation and distribution of corporate documents/ customer information. |
| 6 | To assist in the compilation of performance data in relation to the services performed by the section. |
| 7 | To raise invoices and make payments where necessary |
| 8 | To develop a working knowledge of all the support service functions carried out by the Administrators within the section to enable consistency during periods of leave, sickness etc. |
| 9 | To carry out any other duties assigned from time to time as appropriate which are broadly consistent with the functions and grading of the post. |

Duties for People Services Apprentices

- | | |
|---|--|
| 1 | To support the service in providing effective HR & Payroll administration. |
|---|--|

2	Assistance to payroll function including data input, record keeping, distribution, monitoring and report preparation of time and expenses claims, absence information and other payroll documents.
3	Record keeping for HR, L&D and H&S functions, computerised and manual
4	Recruitment administration including receiving and recording applications and applicant details, preparation of short-listing and interview packs for managers, liaising with customer services and filing of correspondence.
5	Ensuring relevant current and archived information is stored appropriately on the document management system
6	Administration of absence processes
7	Administrative support as required to the Learning and Development / Health and Safety Advisers
8	Monitoring probationary periods and inductions including preparation of necessary correspondence

Duties for Customer Services Apprentice

1.	To assist with answering incoming switchboard calls in accordance with operational targets and provide information, advice and guidance to all Council customers wherever possible: transferring to the correct department as appropriate.
3.	To assist with scanning and logging Revenues & Benefits incoming post accurately and deal with valuables in accordance with procedures.
4.	To take payments for amenities including occasional cheques and cash handling, and be accountable for ensuring daily reconciliation
5.	To assist in the maintenance of the sections filing system in accordance with the departments retention policy.
6.	To handle financial documents including bank statements, BACS payments letters and council tax refund cheques.
7.	To develop a working knowledge of all the support service functions carried out by the Administrators within the section to enable consistency during periods of leave, sickness etc., including reception duties if required.
8.	To eventually be able to work effectively in a rapid, dynamic and high pressured service area liaising with staff, officers and, customers to record information and provide information as required.

Duties for Revenues & Benefits Apprentice

1	To assist with the administration of Housing Benefit Overpayment Recovery.
2	To undertake scanning and indexing of documentation to be electronically stored on customer accounts.
3	To undertake postal duties including the processing of incoming and outgoing postal interventions and mail in an efficient manner

4	Use of IT systems to perform administrative duties including Microsoft office (including Outlook, Word and Excel) and other bespoke software as required.
5	To undertake compilation of the daily, weekly and monthly reconciliations across systems and raise appropriately where issues are found.
Duties for Accountancy Apprentice	
1	Maintain and ensure the smooth administration of the work of the team
2	Assist in the compilation of performance data in relation to the services performed by the section (timeliness of payments, completion of balance sheet reconciliations).
3	Process Creditor invoices and make payments, send out remittances and deal with supplier enquiries where necessary
4	Develop a working knowledge of the support service functions, to enable consistency during periods of leave.
5	Use of IT systems to perform administrative duties, including Microsoft Office (including Outlook, Word & Excel), and other bespoke software as required.
6	Ensuring relevant current and archived information is stored appropriately on the document management system
Duties for Development Management Apprentice	
1	To support the service in providing effective Planning Services Administration
2	Share responsibility for planning services internal and external post, to include registering of all post. The receipting of all cheques/cash and the making up of applications
3	To be an operator of the planning application management computer system (APAS)
4	Undertake site histories, send out copy decision notices and produce location plans as and when requested by the public.
5	Shared responsibility for the scanning in of plans and documentation into the planning application management system (APAS)
6	To deal with and respond to enquires, phone calls, emails and general correspondence relating to the needs of the service
7	To provide administrative support to the Planning Policy team.
Duties for Communications Apprentices	
1	To help improve and maintain the Councils online presence within our website and on Social media
2	To assist in, and take photographs and video to illustrate online posts
3	To assist with proactive and reactive media engagements

4	To collect and process the weekly local newspapers and update the Employee and Public notice boards
5	Check newspapers for additions to the Councils online "What's On" pages and add details
Duties for Operations Administration	
1	To assist with the preparation and distribution of corporate documents and customer Information. To raise invoices and make payments where necessary
2	Develop a working knowledge of the support service functions, to enable consistency during periods of leave.
3	To carry out filing duties in relation to all manual and electronic filing systems within the Operations Team, including weighbridge tickets, fuel receipts, mileage etc
4	To be able to work effectively in a rapid, dynamic and high pressured service area liaising with employees, officers, customers and suppliers to record information and provide information as required.
Duties for Town Centre Services	
1	To assist with the marketing and advertising of events and promotional activities within the Borough
2	To assist with the organization of paperwork of Events and Markets, attending meetings when necessary.
3	To carry out filing duties in relation to all manual and electronic filing systems within Town Centre Services
4	Develop a working knowledge of the support service functions, to enable consistency during periods of leave.
Duties for Land Charges & Licensing Apprentices	
1	To ensure all relevant current and archived information is stored appropriately on the Licensing & Land Charges document management systems in accordance with the section's retention policy
2	To assist in the maintenance of the section's filing system, including scanning and indexing of documents to be electronically stored in accordance with the retention policy
3	To take payments for license applications and local searches, including cheque and cash handling, taking credit/debit card payments over the telephone and be accountable for ensuring daily reconciliation.
4	Prepare licenses and local authority searches using standard templates.
5	Use of IT systems to perform duties, including Microsoft Office (Including Outlook, Word and Excel) and other bespoke software, required.
6	Deal with and respond to enquiries, phone calls, emails and general correspondence relating to the needs of the service.

C Knowledge and skills	
1	<p>Knowledge – Essential</p> <p>Good standard of literacy and numeracy. Basic computer literacy in Microsoft products including Word, Excel and Outlook</p>
2	<p>Interpersonal Skills - Essential</p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential to the post</p> <p>Team Player</p> <p>Good communication skills</p> <p>Polite & courteous telephone manner</p> <p>Interpersonal Skills – Desirable</p> <p>Previous experience in a work environment</p>
3	<p>Mental Skills</p> <p>Ability to assess new situations, identify risks and react appropriately whilst lone working.</p> <p>The job requires judgmental skills, in order to identify straightforward solutions to simple problems.</p> <p>Ability to prioritise and organise work</p> <p>Flexible approach to work.</p>
4	<p>Physical Skills</p> <p>The role requires dexterity and co-ordination with some demand for precision in the use of those skills i.e. In the use of a computer keyboard.</p>
D RESPONSIBILITIES	
1	<p>For supervision</p> <p>This role involves little or no, direct responsibility for the supervision of others</p>
2	<p>For people</p> <p>An understanding of the responsibility for safeguarding and promoting the welfare of children is required</p> <p>Must be prepared to undertake safeguarding, disability, equality & diversity and Health & Safety plus all other relevant training.</p>
3	<p>For financial resources</p> <p>The role involves little or no, direct responsibility for financial resources.</p>
4	<p>For physical resources</p> <p>The roles involves little or no, direct responsibility for physical resources, i.e. careful use of low value equipment e.g. pc/photocopier</p>
E Work environment and demands	
1	<p>Work demands</p> <p>Willingness to learn</p>

2	<p>Physical Demands</p> <p>Tasks or activities are undertaken mainly in a sedentary position, and allow for considerable flexibility of movement. There may be limited requirements for standing, walking, bending or stretching, or an occasional need to lift or carry items.</p>
3	<p>Working conditions</p> <p>The job involves minimal exposure to disagreeable, unpleasant or hazardous working conditions or people related behavior</p>
F Other	
1	<p>The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties without prior consultation.</p>
2	<p>Equal opportunities</p> <p>The post holder is required to carry out the duties in accordance with the Councils Equal Opportunities policies.</p>
3	<p>Health and safety</p> <p>The post holder is required to carry out the duties in accordance with the Councils Health and Safety policies and procedures.</p> <p>All employees have a duty to take reasonable care for their own health & safety and that of others. In particular they must:</p> <ul style="list-style-type: none"> • Carry out all work in the prescribed manner and ensure that they follow training, information and instruction provided • Use equipment correctly at all times • Wear or use personal protective equipment provided • Report all unsafe acts, conditions, accidents or near misses • Suggest methods of eliminating hazards and reducing potential risks • Co-operate in the investigation of accidents with the objective of introducing methods to prevent a reoccurrence • Take part in risk assessments, workplace inspections, safety tours and audits when necessary • Observe safe systems and methods of working at all times, avoid taking short cuts or improvising which may give rise to unnecessary risks
4	<p>Conduct</p> <p>The public are entitled to expect the highest standards of conduct from all employees who work for Local Government and that their conduct should never be influenced by improper motives. Employees should always remember the responsibilities to the community they serve and ensure courteous, efficient and impartial service to all groups and individuals within the community.</p> <p>Employees are required to follow the Councils Contract Procedure rules and Financial Regulations in any financial transactions and other dealings on behalf of the Council.</p>

	<p>Employees should be aware of the content of the Code of Conduct and ensure that they act within the Code at all times</p>
5	<p>Information security & data protection</p> <p>Employees should ensure that confidential material including material about individuals is handled in accordance with the law.</p> <p>Employees are individually responsible for any information in their care whether computerised or manual.</p> <p>All Council policies on these issues should be adhered to.</p>
6	<p>Health Surveillance</p> <p>Employees are required to undertake such health surveillance, at the cost of the Council, as may be required. This may be identified by risk assessments or be a statutory provision such as those within the Health and Safety at Work Act 1974 and The Control of Noise at Work Regulations 2005.</p>
7	<p>Safeguarding</p> <p>Employees have a responsibility to safeguard and promote the well-being of all vulnerable adults, children and young people who participate in our services or whom they come into contact with through discharging various functions. This includes situations where the Council works directly with adult, service users who have care of children. Employees should be able to identify abuse or neglect and understand their responsibilities and what to do should they ever suspect or become aware that a child is being neglected, is being abused or is likely to suffer abuse.</p>
8	<p>Values</p> <p>We believe that everyone has a role to play in making our Council successful.</p> <p>We expect everyone involved with Boston Borough Council to be:</p> <ul style="list-style-type: none"> • open and honest with people • enthusiastic, positive and proud about working for Boston Borough Council • patient with people and take time to understand their concerns • approachable and clear with people • open to new ideas and willing to learn • caring and to treat people with respect, consistency and fairness • focused on customers