

Apprentice Outline Job Description and Person Specification
For WBC corporate services Apprentice

JOB DESCRIPTION

Authority: West Berkshire Council	Service:
Post Reference No:	Location:
Job Title: Apprentice	Salary: National Minimum Wage

JOB PURPOSE

The purpose of this role is to enable Apprentices to complete on the job learning and get good experience of working within specific council services. This will enable them to complete their Apprenticeship whilst “Earning and Learning”.

MAIN DUTIES AND RESPONSIBILITIES

The apprentice post is additional to the main staffing establishment of the service. The apprentice will assist the team in which he or she works by undertaking a variety of tasks under direct supervision, which will provide a range of opportunities for training and assessment against the vocational qualification standards. These tasks will include;

- Supporting the service in the administration processes required.
- Assisting Customers when required by the service.
- Using Word to prepare documents as required.
- Using Excel to prepare spreadsheets as required
- Using Databases to input information as directed.
- General office duties including, answering the phone, photocopying, and filing.

SERVICE SPECIFIC REQUIREMENTS

This section is to be completed by Services with specific tasks that the Apprentice would undertake. Some examples to help you are below: Please add / delete as necessary.

HR – To administer the recruitment process and liaise with recruiting managers to arrange interviews.

Youth - To help organise activities for young people attending sessions at Adventure Dolphin

Libraries - To help members of the public locate specific items within the Library

Customer Services - To give telephone advice to members of the public on Council Services, for example Refuse Collections, Council Tax, and Planning issues.

ICT – Assisting Schools with technical computer issues.

PERSON SPECIFICATION

No previous knowledge or experience in the workplace is necessary

Apprentices who have not previously attained A-C English, Maths and ICT GCSE will receive support with Key Skills whilst completing their Apprenticeship.

Qualifications and skills	<ul style="list-style-type: none">• A good standard of education (GCSE English, Maths and ICT an advantage) or studying towards Key skills as part of the Apprenticeship.• Good communication skills• Good organisational skills• A basic understanding of Microsoft packages such as Word, Excel and Outlook.• Ability to use basic technology (e.g. photo-copier, computer and digital camera)
Work-related Personal Requirements	<ul style="list-style-type: none">• Enthusiastic and willing to use initiative• Keen to learn new skills• Keen to take on new responsibilities• Able to respect confidentiality• Flexible approach to tasks• Willing to work as part of a team• Willing to listen to and act on feedback about own performance