

Job Description

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| Job Title | Apprentice Document Management Officer |
| Directorate | Finance and Resources |
| Service Area | Document Solutions Service |
| Grade | AP2 |
| Competency Level | 1 |
| Salary | £23,656 |
| Job Type | Office Based |
| Location | Cunard Building, Water Street, Liverpool |
| Disclosure and barring service (DBS) | Not required |
| Job Evaluation Ref No | N/A – Apprentice |

Job Purpose

An 18-month fixed term apprenticeship in Business Administration working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Business Administrator Apprenticeship.

Provide a document management service in relation to the handling, sorting and physical/electronic distribution of incoming mail, receipt and dispatch of outgoing mail and the processing of customer online parking permit applications.

Provide excellent customer service to all users.

Directly Responsible For:

Not Applicable.

Directly Responsible To:

Document Solutions Manager

Main Areas of Responsibility:

- Provide a document management service in relation to the handling, sorting and physical/electronic distribution of incoming mail; receipt and dispatch of outgoing mail and the processing of customer online parking permit applications, RBS emails and data imports, as per customer requests, adhering to Key Performance Indicators, Service Level Agreements and quality standards.
- Opening and recording all incoming mail, sorting into relevant categories/batches for processing/delivery.
- Scanning and storing incoming mail/documents and assigning to appropriate recipients, queues or folders utilising various document management systems and software (indexing) ensuring all processes and procedures are adhered to.
- Operation of all equipment including scanners, copiers, printers, letter openers and any other equipment.
- Receive and process cash and cheques in line with agreed policies and procedures.
- Lifting, carrying, sorting and delivering documents as necessary.
- Maintain confidentiality at all times.

Supervision and Management Responsibility:

- No supervisory or line manager responsibility.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- Manual handling of loads and sitting for periods of time and operating machinery.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 4 GCSEs A* to C or 9-4 including Maths and English (or equivalent) (A,I)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administration Level 3 Apprenticeship qualification. (A, I)

Experience

Essential

- Knowledge of IT software packages, e.g., MS Office packages including Word, Excel, and Outlook (A,I)
- Providing excellent customer service within a busy environment (A,I)

Desirable

- An interest in understanding of the electronic document management systems and modern mailroom procedures.

Skills/Abilities

Essential

- Able to input data with accuracy and precision. (A,I)
- Demonstrate excellent communication skills both verbal and written. (A,I)
- Able to follow procedures to ensure work carried out meets the requirement of the customer. (A,I)
- Good organisational skills with the ability to prioritise workloads to meet deadlines. (A,I)
- Able to work as part of a team to meet business objectives. (A,I)

Desirable

- Able to identify and develop improved working methods.
- Able to resolve basic system queries, faults and problems.

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Desirable

- Able to work flexibly across work patterns to meet the demands of the business.