



Job Description

Job Title	Apprentice Business Support Officer
Directorate	Children and Young People's Services
Service Area	Virtual School and Inclusion
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	Cunard Building, Liverpool
Disclosure and barring service (DBS)	N/A
Job Evaluation Ref No	N/A - Apprenticeship

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.

Support the day-to-day work of the Service with a range of clerical and administrative tasks.

Directly Responsible For:

Not applicable.

Directly Responsible To:

Operations Manager – Virtual School.

Main Areas of Responsibility:

- Provide high quality administrative support to the Head of Virtual School and Inclusion and the Virtual School Team
- Provide administrative support to statutory processes and procedures within the Virtual School. This can include minute taking, managing, and maintaining communications with Designated Teachers and Social Workers, preparation of documents and agendas for meetings/training events
- Process applications and maintain accurate records of Pupil Premium spending
- Co-ordinate the processing of pupil premium payments, orders and the issuing of invoices and collection of payments using our financial management system
- Support the Virtual School Head in promoting the education of looked after children
- Maintain a Virtual School roll with information about Liverpool's looked after children
- Assist in the co-ordination and preparation of national and local Performance Indicators, data retrieval and management information relating to Social Inclusion
- Provide support to all areas of the Service area as and when required

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:

- This post will require you to sit for long periods of time

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
- 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

- 3 GCSEs grade A*-C/9-4 including English and maths or equivalent or willing to work towards Functional Skills level 2 in English and maths (A,I)

Desirable

- Qualification in ICT e.g., ECDL
- Customer Service qualification

Experience

Essential

- Experience in using Microsoft office packages including word, excel, outlook and PowerPoint (A,I)
- Experience of working as part of a team (A,I)

Desirable

- Experience of Administration practices and data support
- Experience of working within an education or social care environment
- Experience of servicing meetings, courses and conferences and associated functions

Skills/Abilities

Essential

- Able to demonstrate good communication skills, both written and verbal (A,I)
- Awareness of Data Protection and confidentiality (A,I)

Desirable

- Able to undertake basic monitoring tasks involving statistical information, financial information, and student records
- Ability to undertake purchasing and invoicing within Council policies and procedures
- Able to work effectively to meet deadlines
- Good organisational skills

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Demonstrable understanding and commitment to the achievement of equal opportunities in employment and service delivery
- Demonstrate a commitment to the achievement of the Equal Opportunities Policy in employment and service delivery
- Commitment to undertake training and development as and when required