

Job Description

Job Title	Learning and Organisational Development Support Apprentice
Directorate	Strategy and Change
Service Area	People and Organisational Culture
Grade	AP2
Competency Level	Level 1
Salary	£25,357
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	N/A

Job Purpose

A two-year fixed term apprenticeship undertaking the Business Administrator Level 3 qualification whilst working in a supported environment to develop skills and knowledge.

Provide quality, customer focused business support to the Learning and Organisational Development service, enabling the effective delivery of learning, change, talent, employee experience and early careers programmes across Liverpool City Council.

Directly Responsible For:

Not applicable

Directly Responsible To:

Learning and Organisational Development Lead

Main Areas of Responsibility:

- Work flexibly to provide high-quality, proactive business support to the Learning and Organisational Development service carrying out a range of administrative duties including responding to shared mailboxes and other channels.
- Administer the Council's Learning Management System (LearningHUB), including uploading course information and dates, monitoring bookings, recording delegate attendance, maintaining accurate records and producing reports.
- Support with collation of data from learning systems, surveys and programme activities that will feed into management information reports, staff survey feedback reports and evaluation reports.
- Provide financial and procurement support for learning, development and apprenticeship activity, including raising purchase and limit orders, processing invoices, resolving queries and tracking expenditure using the Council's financial systems.
- Support recruitment and onboarding activities for early careers pathways, including apprenticeships, graduates, supported internships and work experience, assisting with vacancy creation, longlisting and maintaining recruitment data within the Council's recruitment system.
- Plan, organise and support meetings, training, workshops and events, which may include preparing and maintain documentation and records.

- Work collaboratively with Learning and Organisational Development colleagues, HR, Finance and other services, using initiative to resolve issues and escalating where appropriate in line with Council procedures.

Supervision and Management Responsibility:

Not applicable

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:

- Required to sit stationary and use a computer for sustained period 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.

Personal Specification

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

Qualification and training

Essential

- Five GCSEs at grade 9-4/A*-C including Maths and English or equivalent (A)
- A desire to learn by undertaking a Business Administrator Level 3 Apprenticeship and any other required learning to gain skills and knowledge for this role (A,I)

Experience

Essential

- Experience of providing excellent customer service either face to face or over the telephone (A,I)

Desirable

- Ability to accurately maintain records and data and use information to support monitoring of performance and compliance

Skills/Abilities

Essential

- Good written and verbal communication skills, able to communicate clearly (A,I)
- Excellent organisational skills with ability to prioritise workload and meet deadlines (A,I)

- Ability to work independently, use initiative and problem solve while recognising when to escalate issues (A,I)
- IT skills including experience of Microsoft Office applications (A,I)
- Ability to work collaboratively as part of a team (A,I)

Desirable

- Ability to handle sensitive and confidential information with discretion
- Ability to analyse information and produce clear reports and summaries
- Ability to identify opportunities for improvements and contribute ideas to improve service delivery
- Ability to build effective working relationships with internal and external customers

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexible and adaptable approach to meet service needs