

Job Description

Job Title	Apprentice Business Support Officer
Directorate	Children & Young People's Services
Service Area	Children's Workforce Academy
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

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

Support the day-to-day work of the Workforce Academy with a range of clerical, administrative and reception tasks to deliver an efficient, effective and high-quality business support service.

Provide a flexible high quality business support service to the Workforce Academy, including specific responsibilities as required.

Directly Responsible For:

Not applicable

Directly Responsible To:

Workforce Academy Manager / Participation Lead

Main Areas of Responsibility:

- Maintain accurate electronic records on relevant systems efficiently
- Perform support duties related to the processing of information, progress chasing of documentation and maintain multiple filing systems
- Liaise with internal and external customers
- Arrange, service and minute meetings and low-level panels/strategy meetings
- Adhere to defined business standards, ensuring confidentiality, safeguarding and compliance with Liverpool City Council policies and procedures
- Managing incoming queries, demonstrating strong written and verbal communication skills
- Support the organisation of meetings and events, including booking venues, issuing invitations
- Participate in team meetings and regular reviews with line managers
- Engage in all corporate learning and development activities
- Process orders and deal with related invoices and queries
- Provide a flexible service including dealing with visitors to the site, scanning, photocopying, filing, post and other ICT resource tasks as designated
- Maintain adequate stocks of stationery and keep storage/ filing areas tidy
- Support all members of the Leadership Team when required
- Prioritise and manage work in line with guidance from line manager and complete work to the required standards and time scales agreed

- Maintain confidentiality of information at all time in accordance with information governance requirement including the principles of Freedom of Information Act and Data Protection Act.
- Engage in and contribute to professional development 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 role requires you to be moving about the office/building and will also require sitting for 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 at grade 9-4/A*-C including English and maths or equivalent or a willingness to work towards level 2 Functional Skills as part of your apprenticeship (A,I)

Desirable

- 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

Experience

Essential

- Knowledge of IT software packages, e.g., MS Office packages including Word, Excel, and Outlook (A,I)
- Experience of customer care/front line services (A,I)

Desirable

- Experience in the use of a processing system e.g., SAP to process orders and ensuring the accountancy process is adhered to

Skills/Abilities

Essential

- Able to demonstrate good communication skills, both written and verbal (A,I)
- Able to work as part of a team and demonstrate the ability to work on your own initiative (A,I)

Desirable

- Produce statistical information for service/management reports
- Able to work with minimum supervision, a conscientious attitude, willing to learn new skills, be prepared to question and seek continuous improvement

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commit to and complete all elements of the Business Administrator Apprenticeship standard, to the best of ability (with support as and when required)