

Job Description

Job Title	Business Support Apprentice - Culture
Directorate	Neighbourhoods and Housing
Service Area	Culture
Grade	AP2
Competency Level	1
Salary	£23,656
Job Type	Office Based
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

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

Provide effective administration and support for Culture Liverpool Events Team

Directly Responsible For:

Not Applicable

Directly Responsible To:

Head of City Events

Main Areas of Responsibility:

- Facilitate Management meetings, arrange date, location, arrange and send agendas and accompanying papers
- Provide effective administration and support services for all aspects of Culture Liverpool dealing with mail, emails, telephone enquiries, and communications
- Provide support on financial systems, raising purchase orders and chasing outstanding items
- Data input including the management of the Major Events Planner
- Undertaking event research and providing the data
- Participate in all aspects of training and development as directed and use all relevant learning opportunities to improve personal skills, to improve the effectiveness and efficiency of service delivery
- Complete all elements of the Business Administrator Level 3 Apprenticeship in a timely manner

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.
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders



and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety regulations, codes of practice and the City Council's safety plan.

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:

- The role on occasion requires working in adverse weather conditions, manual handling or loads, standing or sitting for long periods of time and working unsociable hours and weekends

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

- 5 GCSEs grade A*-C/9-4 or equivalent including English and maths (A)

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
- A willingness to undertake formal and informal training to obtain the necessary skills and knowledge for the role

Experience

Essential

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

Desirable

- Collating and preparing documents for distribution
- Use of financial package systems e.g., SAP



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 department (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 objectives (A,I)

Desirable

- Able to use own initiative to work calmly under pressure
- Able to identify and develop improved working methods

Commitment

Desirable

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

Other

Essential

- Able to work flexibly across work patterns to meet the demands of the Service, this will include some evening and weekend working