**Job Description**

**JOB TITLE :** Business Administration Apprentice Level 2

**GRADE :** Apprentice A1

**POST NO :** 4144

**SERVICE :** Waste Operations

**UNIT :** Waste Operations

**REPORTS TO :** Waste Operations Manager

**RESPONSIBILE FOR :** No Staff

**LIAISON WITH :** Work-based Supervisor & Apprenticeship Coordinator, Service Staff; Staff Of Other Services; Members Of The Public; Members; External Organisations; Persons With Special Needs

**PURPOSE OF JOB**

Under the training requirements of the Apprenticeship scheme provide administrative and customer support to Waste Operations and Recycling Team.

**MAIN ACTIVITIES**

1. To gain work experience supporting a variety of specialist teams within Waste Operations
2. Reporting to managers and team members
3. Attending meetings with internal and external customers
4. Word processing, photocopying, filing, record keeping and data entry
5. Dealing with incoming and outgoing customer enquiries either by telephone, email or written correspondence on Waste Operations and Recycling Team matters.
6. Assisting Supervisors in day to day running of waste operation
7. Assisting with H&S Compliance – Risk Assessment, Safe Systems of Work etc.
8. Ensure compliance with all relevant Council Policies
9. To assist and support any other work within the unit which is appropriate and commensurate with the training programme and learning agreement

**Person Specification**

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**JOB TITLE : Business Administration Apprentice**

**GRADE : Apprentice** **POST NO :**

**SERVICE :** Waste Operations

**UNIT : Waste Operations**

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|  | **CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**  **KNOWLEDGE** | Educated to GCSE standard with GCSE Maths, English and ICT Grade C or above  Geography  Complete the initial assessment at college | E  D  E | A, C  A, C  A, I |
| **EXPERIENCE &**  **SKILLS** | Commitment to provide excellent customer care  Good organisational, communication and interpersonal skills  Good IT skills, including Microsoft Office databases, and similar applications  Interest in environmental issues | E  E  E  D | A, I, R  A, I  A, I, R  A, I, R |
| **SPECIAL REQUIREMENTS & ATTITUDE** | Reliable, flexible and self-organised  Confident and friendly approach  An interest in office procedures  Ability to work under pressure  Able to work as part of a team or under own initiative | E  E  E  D  E | A, I, R  A, I, R  A, I  A, I  A, I |
| **OTHER** | Smart appearance as the post holder will be expected to deal directly with the public  This position is based in Marsh Barton and it is important that you will be able to travel to the office on a daily basis  Be prepared to undergo H&S and Waste Ops training  This apprenticeship is subject to acceptance on a relevant NVQ programme. | E  E  E  E | I  A, I  A, I, R  A, I, R |

**COMPLETED BY:** Waste Operations Manager

**DATE: October** 2017

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference