

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: GL CCA	Job Ref Number:
Service Area: Resources	Grade: G1
Job Title: Administrative Apprentice	

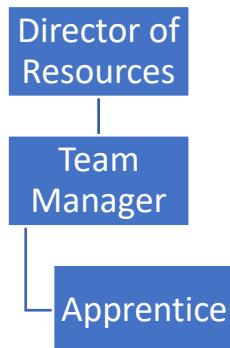
PURPOSE OF JOB:

You will be working in a busy and exiting team providing high quality administrative support. You'll be instrumental in helping to ensure that the services and impact we have across the authority are to a high standard.

The role will be required to:

- Provide flexible and resilient support to all customers across the Greater Lincolnshire Combined County Authority.
- Deliver administrative and other related support services.

TEAM STRUCTURE:



MAIN DUTIES:

- 1 Providing support across a variety of administrative functions, including, but not limited to, data entry, general office support and completion of tasks relating to service areas.
- 2 Operate and accurately update computer systems complying with GLCCA policies.
- 3 Support Information Governance principles; support the secure and confidential collection, processing, transfer, and storage of data.
- 4 Provide high level customer service to internal and external parties.

5	Ensure the efficient operation of the team office by providing general administrative support, including tasks such as filing, photocopying and typing.
6	Take ownership of assigned work areas, contributing to both individual and team objectives. Proactively identify opportunities to improve operational processes and ensure optimal use of resources.
7	Maintain compliance with all mandatory training requirements for the role, including (but not limited to) Information Governance and Safeguarding, and apply this knowledge consistently in daily activities.
8	Stay current and compliant with all relevant legislation, organisational policies, procedures, and professional codes of conduct to uphold best practice standards.
9	Where appropriate, undertake an Apprenticeship qualification in multichannel marketer.

This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to perform other duties as directed by their line manager that are commensurate with the level of the post. This document will also be supplemented by key objectives which will be set through the performance and development review process.

This post is not designated as a politically restricted post in accordance with the requirements of the Local Government and Housing Act 1989 (as amended) and by regulations made from time to time by the Secretary of State.

The role will be based full-time in Greater Lincolnshire, with a requirement to travel.

Person Specification

Requirements	Where identified*	Essential	Desirable
Undertake where appropriate an Apprenticeship qualification in multichannel marketer	A / I	X	
At least 5 GCSE passes at Grade C or above or equivalent	A		X
Experience of MS Office: Word, Excel as a minimum	A	X	
Understanding of how to provide excellent customer Service	I/T		X
Willingness to learn how to deal with the public either face to face, telephone written capacity.	A / I	X	
Is thorough and pays attention to detail	A / T	X	
Demonstrating problem solving capabilities.	A / I	X	
Working on own initiative	I / T		X
Good written and verbal skills	A / I		X
Committed to self-development including the ability to attend training courses which may be away from the office	A / I		X
Flexibility and a responsible approach to work	I / T		X
Willingness to understand the accuracy of data entry	A / I		X
Willingness to learn and progress and undertake minute taking	I		X
Seeks common ground with others and own team	I / T	X	

