

Business / Executive Support Apprentice

Apprentice Grade

Level 2/3 Intermediate Apprenticeship

Apprenticeships are a mixture of 'on' and 'off' the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.

Apprentices will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion.

This Apprenticeship currently offers a Customer Service Standard apprenticeship and functional skills if required.

Business Support Assistant

Range 2

Level A (Developing)

Required for this level

Qualifications

- GCSEs in English and Maths (grades 4-9) or equivalent.

Level B (Practising)

In addition to level 2A

Qualifications

Level C (Accomplished)

In addition to levels 2A and 2B

Qualifications

- Evidence of ongoing continuous professional development.

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| <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • An awareness of the service area. • An awareness and understanding of confidentiality and data protection procedures. • An awareness of equality, diversity and inclusion. | <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • An awareness of policies and legislation relevant to the service. • A good understanding of the procedures and practices relevant to the service area and own area of work. | <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Knowledge of GDPR and its importance when handling data and information sharing. |
| <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of providing administrative support to a team. • Experience of undertaking routine data entry with care and accuracy. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of supporting with multiple copies of documents, using photocopier. • Experience of dealing with confidential and sensitive data. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of analysing information and considering alternative solutions. • Experience of providing a comprehensive administrative and/or customer support service. • Experience of updating records on electronic or hard copy filing systems. • Experience of undertaking minute taking (if required for role). |
| <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use Microsoft Word, Excel, Teams and Outlook. • Effectively exchange basic information, both orally and in writing. • Ability and willingness to travel in order to meet requirements of the role. • Ability to maintain confidentiality at all times. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to organise and prioritise workload to achieve deadlines. • Ability to maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems. |

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| | | <ul style="list-style-type: none"> • Ability to input data, where care, accuracy, confidentiality and security are important. • Ability to demonstrate commitment to equality, diversity and inclusion. |
| Personal Assistant | | |
| Range 3 | | |
| Level A Developing | Level B (Practising) | Level C (Accomplished) |
| Required for this level (in addition to all previous levels, if applicable) | In addition to level 3A (Personal Assistant) | In addition to levels 3A and 3B (Personal Assistant) |
| <u>Qualifications</u> <ul style="list-style-type: none"> • 5 GCSEs at grade 4-9 (including English and Maths). • Willingness to work towards Level 3 in Business Administration or equivalent. | <u>Qualifications</u> <ul style="list-style-type: none"> • Working towards Level 3 in Business Administration or equivalent. | <u>Qualifications</u> <ul style="list-style-type: none"> • Level 3 in Business Administration or equivalent. • Completed a range of courses offered by the Council under the Leadership Academy programme / In house training courses bespoke to position. |
| <u>Knowledge</u> <ul style="list-style-type: none"> • Knowledge of the principles of good customer service and working accurately with administration tasks. • Knowledge of GDPR and its importance when handling data and information sharing. • Good knowledge of financial procedures and some knowledge of Council processes. • Knowledge of the systems used to perform your role. | <u>Knowledge</u> <ul style="list-style-type: none"> • A good understanding of equality, diversity and inclusion. • Detailed knowledge of service area in which you are engaged. • Detailed knowledge of systems. • Proficient knowledge of procedures, legislation and/or practices relevant to the area in which you are working. | <u>Knowledge</u> <ul style="list-style-type: none"> • Ability to demonstrate the practical and procedural knowledge across the division in which you are employed. • Expert knowledge in the areas in which you are working including systems and legislation that govern how you work. • A good understanding of the Council's Record Retention Policy and freedom of information protocols. |

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| <ul style="list-style-type: none"> • Knowledge and understanding of how teams work with other services taking a proactive approach towards helping others. • Knowledge of HR and Health & Safety policies and procedures. | | |
| <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of working as a personal assistant/secretary to a senior manager. • Experience of providing a comprehensive administrative support service across a range of services. • Experience of undertaking complex minutes and taking proactive approach to tracking actions. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of dealing with confidential and sensitive data. • Extensive experience of working in a personal assistant environment and/or providing an administrative support service in the public sector. • Experience of meeting income targets and understanding budgets. • Experience of having a shared responsibility for developing policies and procedures relating to administrative functions, which have a significant impact on the organisation. • Experience of understanding basic project research. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of using data to positively influence performance. • Experience of supporting with a range of complex tasks such as writing reports, letters, presentations etc. • Experience of supporting projects and data analysis. |
| <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to take minutes quickly and accurately. • Ability to demonstrate effective organisational and planning skills • Ability to explain straightforward tasks to others. • Proficient in the use of Microsoft Office applications including Word, Excel, Teams, PowerPoint and Outlook. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to handle and process documentation relating to considerable financial amounts accurately. • Ability to use own judgement and creativity to assess situations and solve straightforward problems. • Demonstrates the ability to deal with considerable levels of work-related pressure. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to model high levels of professionalism and promote a culture of professional standards. • Excellent administrative skills, with experience of adapting services, where possible, to meet service needs and can take the initiative to work with other agencies where necessary. |

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| <ul style="list-style-type: none"> • Good interpersonal and communication skills. Able to communicate effectively at all levels. • Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems. • Ability to manage customer expectations remaining polite and courteous at all times. • Report writing skills and ability to take accurate notes and draft correspondence. • Ability to deal with some work-related pressure, for example from deadlines, interruptions or conflicting demands. • Ability to maintain confidentiality at all times. • Good time management skills. | | <ul style="list-style-type: none"> • Well-developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences. |
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Business Support Officer (without line management responsibility)

Range 3

| Level A (Developing) | Level B (Practising) | Level C (Accomplished) |
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| Required for this level (in addition to all previous levels, if applicable) | In addition to level 3A (Business Support Officer) | In addition to levels 3A and 3B (Business Support Officer) |
| Qualifications <ul style="list-style-type: none"> • A minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent. • Willingness to work towards Level 3 in Business Administration or equivalent. | Qualifications <ul style="list-style-type: none"> • Working towards Level 3 in Business Administration or equivalent. | Qualifications <ul style="list-style-type: none"> • Level 3 in Business Administration or equivalent. • Evidence of ongoing continuous professional development. |

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| <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Knowledge of GDPR and its importance when handling data and information sharing. • A good understanding of relevant policies and procedures in own area of work. | <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • A good understanding of equality, diversity and inclusion. • A detailed working knowledge of the broader activities of the service. | <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • A good understanding of GDPR legislation and best practice in relation to information sharing. • A good understanding of the Council's Record Retention Policy and freedom of information protocols. |
| <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of providing an administrative and/or customer support service. • Experience of updating records accurately using electronic or hard copy filing systems/databases. • Experience of undertaking complex minutes and taking a proactive approach to tracking actions (if required for role). | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of dealing with confidential and sensitive data. • Experience of coaching/supporting others in their role. • Experience of providing project support. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of confidently using specialist IT packages relevant to the service area in which you are working. • Experience of providing general information, advice and guidance on internal procedures relating to finance. • Experience of contributing to Freedom of Information requests. |
| <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use Microsoft Word, Excel, Teams and Outlook. • Ability to demonstrate effective organisational and planning skills. • Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. • Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. • Demonstrable ability to explain straightforward tasks to others, where required. • Demonstrates the ability to deal with considerable levels of work-related pressure. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to model high levels of professionalism and promote a culture of professional standards. • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working. |

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| <ul style="list-style-type: none"> • Ability to input data, where care, accuracy, confidentiality and security are important. • Ability and willingness to travel in order to meet requirements of the role. • Attention to detail with the ability to proof read. • Ability to maintain confidentiality at all times. • Good time management skills. | | |
| Business Support Officer (with line management responsibility) | | |
| Range 3 | | |
| Level A (Developing) | Level B (Practising) | Level C (Accomplished) |
| Required for this level (in addition to all previous levels, if applicable) | In addition to level 3A (Business Support Officer) | In addition to levels 3A and 3B (Business Support Officer) |
| <u>Qualifications</u> <ul style="list-style-type: none"> • A minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent. • Willingness to work towards Level 3 in Business Administration or equivalent. | <u>Qualifications</u> <ul style="list-style-type: none"> • Working towards Level 3 in Business Administration or equivalent. | <u>Qualifications</u> <ul style="list-style-type: none"> • Level 3 in Business Administration or equivalent. • Evidence of ongoing continuous professional development. |
| <u>Knowledge</u> <ul style="list-style-type: none"> • Knowledge of GDPR and its importance when handling data and information sharing. • A good understanding of relevant policies and procedures in own area of work. | <u>Knowledge</u> <ul style="list-style-type: none"> • A good understanding of equality, diversity and inclusion. • A detailed working knowledge of the broader activities of the service. | <u>Knowledge</u> <ul style="list-style-type: none"> • A good understanding of GDPR legislation and best practice in relation to information sharing. • A good understanding of the Council's Record Retention Policy and freedom of information protocols. |

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| <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of providing a comprehensive administrative and/or customer support service. • Experience of updating records accurately using electronic or hard copy filing systems/databases. • Experience of supervising/coaching/supporting others in their role. • Experience of undertaking complex minutes and taking a proactive approach to tracking actions (if required for role). | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of dealing with confidential and sensitive data. • Experience of undertaking formal supervision. • Experience of providing project support. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of confidently using specialist IT packages relevant to the service area in which you are working. • Experience of providing general information, advice and guidance on internal procedures relating to finance. • Experience of contributing to Freedom of Information requests. |
| <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use Microsoft Word, Excel, Teams and Outlook. • Ability to demonstrate effective organisational and planning skills. • Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. • Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems. • Ability to input data, where care, accuracy, confidentiality and security are important. • Ability and willingness to travel in order to meet requirements of the role. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. • Ability to explain straightforward tasks to others, where required. • Demonstrates the ability to deal with considerable levels of work-related pressure. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to model high levels of professionalism and promote a culture of professional standards. • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working. |

| <ul style="list-style-type: none"> • Attention to detail with the ability to proof read. • Ability to maintain confidentiality at all times. • Good time management skills. | | |
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| Business and Finance Support Officer | | |
| Range 3 | | |
| Level A (Developing) | Level B (Practising) | Level C (Accomplished) |
| Required for this level (in addition to all previous levels, if applicable) | In addition to level 3A (Business and Finance Support Officer) | In addition to levels 3A and 3B (Business and Finance Support Officer) |
| <u>Qualifications</u> <ul style="list-style-type: none"> • A minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent. • Willingness to work towards Level 3 in Business Administration or equivalent. | <u>Qualifications</u> <ul style="list-style-type: none"> • Working towards Level 3 in Business Administration or equivalent. | <u>Qualifications</u> <ul style="list-style-type: none"> • Level 3 in Business Administration or equivalent. • Evidence of ongoing continuous professional development. |
| <u>Knowledge</u> <ul style="list-style-type: none"> • Knowledge of GDPR and its importance when handling data and information sharing. • An awareness of the Councils financial regulations, guidelines and procedures. • A good understanding of relevant policies and procedures in own area of work. | <u>Knowledge</u> <ul style="list-style-type: none"> • A working knowledge of financial systems and basic accounting. • A detailed working knowledge of the broader activities of the service. • A good understanding of equality, diversity and inclusion. | <u>Knowledge</u> <ul style="list-style-type: none"> • A good understanding of GDPR legislation and best practice in relation to information sharing. • An awareness of the Council's Record Retention Policy and freedom of information protocols. |
| <u>Experience</u> <ul style="list-style-type: none"> • Experience of providing a comprehensive administrative and/or customer support service. | <u>Experience</u> <ul style="list-style-type: none"> • Experience of dealing with confidential and sensitive data. • Experience of coaching/supporting others in their role. | <u>Experience</u> <ul style="list-style-type: none"> • Experience of confidently using specialist IT packages relevant to the service area in which you are working. |

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| <ul style="list-style-type: none"> • Experience of using financial systems to raise purchase orders and process invoices. • Experience of updating records accurately using electronic or hard copy filing systems. • Experience of providing general information, advice and guidance on internal procedures relating to finance. • Experience of undertaking complex minute taking and taking a proactive approach to tracking actions (if required for role). | <ul style="list-style-type: none"> • Experience of providing project support. | <ul style="list-style-type: none"> • Experience of contributing to Freedom of Information requests. |
| <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use Microsoft Word, Excel, Teams and Outlook. • Ability to demonstrate effective organisational and planning skills. • Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems. • Ability to input data, where care, accuracy, confidentiality and security are important. • Ability and willingness to travel in order to meet requirements of the role. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. • Demonstrable ability to explain straightforward tasks to others, where required. • Demonstrates the ability to deal with considerable levels of work-related pressure. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to model high levels of professionalism and promote a culture of professional standards. • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working. |

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| <ul style="list-style-type: none"> • Attention to detail with the ability to proof read. • Ability to maintain confidentiality at all times. • Good time management skills. | | |
| Executive Assistant to AD | | |
| Range 4 | | |
| Level A (Developing) | Level B (Practising) | Level C (Accomplished) |
| Required for this level (in addition to all previous levels, if applicable) | In addition to level 4A (Executive Assistant to AD) | In addition to levels 4A and 4B (Executive Assistant to AD) |
| <u>Qualifications</u> <ul style="list-style-type: none"> • 5 GCSEs Grade 4 - 9 (or equivalent) including English and Maths. • Level 3 in business administration / customer service or equivalent qualification. | <u>Qualifications</u> | <u>Qualifications</u> <ul style="list-style-type: none"> • Evidence of continuous professional development. |
| <u>Knowledge</u> <ul style="list-style-type: none"> • Practical and procedural knowledge across the Directorate areas in which you are engaged. • In depth knowledge in the areas in which you are working including systems and legislation that govern how you work. • Detailed knowledge of GDPR and FOIs. • Detailed knowledge of HR and Health and Safety policies and procedures. • Knowledge of establishing effective internal and external partnerships. | <u>Knowledge</u> <ul style="list-style-type: none"> • Knowledge and ability to make best use of resources and effectively managing budgets. • Detailed knowledge of the service and the wider organisational context and how this interfaces with Members, possessing the skills required to take a lead role in ensuring partnerships work. • Detailed knowledge of council systems in order to provide accurate management information. | <u>Knowledge</u> <ul style="list-style-type: none"> • Knowledge of and ability to plan projects and tasks in a structured way, monitoring progress against plans and can embed these into working practice. |

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| <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of providing an excellent administrative service. • Providing suitable support to the personal assistant in order that they can conduct their duties competently and responsibly. • Experience of delivering projects, analysing data and working within and achieving income targets. • Previous experience of working in a similar role. • Experience of undertaking complex minute taking and taking a proactive approach to tracking actions. • Experience of dealing with highly confidential and sensitive data. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of using different communication methods with an adaptable style. • Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible and persuasive way. • Experience of overseeing the management of business projects. • Experience of coaching/supporting others in their role. • Experience of managing/resolving complex situations. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of coordinating Freedom of Information requests. |
| <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to ensure all staff understand the service's targets and their individual roles and responsibilities. • Ability to deliver on service plan targets for the team. • Ability to understand the Service vision and interpret it to develop practical and achievable work plans. • Proficient in the use of Microsoft office applications with the ability to use these to interpret data and prepare reports for managers. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to build and develop productive teams to identify better ways of working and manage change effectively. • Ability to plan ahead with some consideration for the medium term. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences. • Ability to recognise own and others' learning style. • Ability to use analytical skills to interpret complex information and situations. • Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovative thinking. |

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| <ul style="list-style-type: none"> • Ability to model high levels of professionalism and promote a culture of professional standards. • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working. • Excellent organisational skills. • Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment. • Ability to maintain confidentiality at all times. | | |
| Business Support Team Leader | | |
| Range 4 | | |
| Level A (Developing) | Level B (Practising) | Level C (Accomplished) |
| Required for this level (in addition to all previous levels, if applicable) | In addition to level 4A (Business Support Team Leader) | In addition to levels 4A and 4B (Business Support Team Leader) |
| <u>Qualifications</u> <ul style="list-style-type: none"> • GCSEs in English and Maths (grades 4-9) or equivalent. • Level 3 in Business Administration or equivalent. • Willingness to work towards Level 3 Management qualification | <u>Qualifications</u> | <u>Qualifications</u> <ul style="list-style-type: none"> • Level 3 Management qualification or equivalent. • Evidence of ongoing continuous professional development. |
| <u>Knowledge</u> <ul style="list-style-type: none"> • Detailed knowledge and understanding of GDPR legislation and FOIs. • In depth understanding of policies and procedures in own area of work. | <u>Knowledge</u> <ul style="list-style-type: none"> • An in-depth knowledge of the service area in which you are supporting. • An in-depth knowledge of relevant policy and legislation in own work area. | <u>Knowledge</u> <ul style="list-style-type: none"> • Expert working knowledge of the broader activities of the service. • Knowledge of different learning styles. |

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| <ul style="list-style-type: none"> • A good understanding of the Council's Record Retention Policy. | <ul style="list-style-type: none"> • A good understanding of the Council's Induction process for new staff. • Knowledge of the Council's financial procedures. • Detailed knowledge of council systems in order to provide accurate management information. | |
| <p><u>Experience</u></p> <ul style="list-style-type: none"> • Significant experience of providing a comprehensive administrative and/or customer support service. • Experience of coaching/supporting others in their role. • Experience of providing general information, advice and guidance on internal procedures relating to finance. • Experience of analysing and considering alternative solutions, adapting to new ways of working where necessary. • Experience of undertaking complex minute taking and taking a proactive approach to tracking actions. • Experience of dealing with highly confidential and sensitive data. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Proven experience in leading a team and promoting quality and continuous improvement. • Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible and persuasive way. • Experience of managing/resolving complex situations. | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of responding to Freedom of Information requests. • Experience of contributing to proposals for achieving savings and/or increasing income |
| <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use Microsoft Word, Excel, Teams and Outlook. • Ability to model high levels of professionalism and promote a culture of professional standards. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Skilled in the use of specialist IT packages relevant to the service area in which you are working. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences. |

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| <ul style="list-style-type: none"> • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working. • Ability to provide meaningful feedback to staff to enhance performance and influence outcomes. • Ability to recognise and reward excellence. • Excellent organisational skills. • Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. • Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems. • Ability to demonstrate commitment to equality, diversity and inclusion. • Ability and willingness to travel in order to meet requirements of the role. • Ability to maintain confidentiality at all times. | <ul style="list-style-type: none"> • Ability to interpret data and prepare reports as required, demonstrating precision and speed. • Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. • Ability to confidently challenge and effectively manage conflicting priorities in the workplace. • Ability to plan ahead with some consideration for the medium term. | <ul style="list-style-type: none"> • Ability to recognise own and others' learning style. • Ability to undertake work that requires a range of imaginative solutions and responses and/or involves application of fresh and innovatory thinking. • Ability to use analytical skills to interpret complex information and situations. |
| Executive Assistant to Director | | |
| Range 5 | | |
| Level A (Developing) | Level B (Practising) | Level C (Accomplished) |
| Required for this level (in addition to all previous levels, if applicable) | In addition to level 5A (Executive Assistant to Director) | In addition to levels 5A and 5B (Executive Assistant to Director) |

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| <p><u>Qualifications</u></p> <ul style="list-style-type: none"> • 5 GCSEs Grade 4 - 9 (or equivalent) including English and Maths. • Level 3 in business administration / customer service or equivalent qualification. | <p><u>Qualifications</u></p> | <p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Evidence of continuous professional development. |
| <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Knowledge of practice and policy across the directorate areas in which you are engaged and in-depth knowledge of related systems and legislation • Detailed knowledge of GDPR requirements • Detailed knowledge of FOI and SAR process and requirements. • Detailed knowledge of HR and Health and Safety policies and procedures. • Knowledge of best practice in establishing effective internal and external partnerships. | <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Detailed knowledge and understanding of the Councils financial procedures. • Detailed knowledge of the service and the wider organisational context and how these interface with Council and Member activities. • Detailed knowledge of council systems to provide accurate management information | <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Knowledge of and ability to plan, develop and lead on projects and tasks in a structured way, monitoring progress against plans and can embed these into working practice. |
| <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of working with and providing support to senior management within a local government, political environment • Experience of delivering projects, analysing data and producing briefing and achieving income targets • Experience of undertaking complex minute taking and taking a proactive approach to tracking actions • Experience of dealing with highly confidential and sensitive data | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of using different communication methods with an adaptable style • Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible and persuasive way • Experience of overseeing the management of business projects • Experience of coaching/supporting others in their role | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of coordinating Freedom of Information requests |

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| | <ul style="list-style-type: none"> • Experience of managing/resolving complex situations • Experience of managing and monitoring budgets | |
| <u>Skills</u> <ul style="list-style-type: none"> • Proficient in the use of Microsoft office applications with the ability to use these to interpret data and prepare reports for the Director. • Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment • Can understand the Service vision and interpret it to develop practical and achievable work plans ensure all staff understand service targets and their individual roles and responsibilities • Ability to deliver on service plan targets for the team • Ability to model high levels of professionalism and promote a culture of professional standards • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working • Excellent organisational skills with ability to manage own workload and balance competing priorities and deadlines Ability to apply discretion and always maintain confidentiality | <u>Skills</u> <ul style="list-style-type: none"> • Ability to make best use of resources and manage budgets effectively • Ability to build and develop productive teams to identify better ways of working and manage change effectively. • Ability to plan with some consideration for the medium term • Ability to make decisions independently, showing initiative and understanding of the whole Council. | <u>Skills</u> <ul style="list-style-type: none"> • Can plan projects and tasks in structured way, monitoring progress against plans and embedding into working practice • Ability to use well developed communication skills to present complex and sensitive information in an understandable way, to a range of audiences with ability to select the appropriate method for the target audience • Ability to recognise own and others' learning style • Ability to use analytical skills to interpret varied and highly complex information and situations • Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovative thinking. |

Personal Assistant to Chief Executive

Range 5

| Level A (Developing) | Level B (Practising) | Level C (Accomplished) |
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| Required for this level (in addition to all previous levels, if applicable) | In addition to level 5A (Personal Assistant to Chief Executive) | In addition to levels 5A and 5B (Personal Assistant to Chief Executive) |
| <u>Qualifications</u> <ul style="list-style-type: none"> 5 GCSEs Grade 4 - 9 (or equivalent) including English and Maths. Level 3 in business administration / customer service or equivalent qualification. | <u>Qualifications</u> | <u>Qualifications</u> <ul style="list-style-type: none"> Evidence of continuous professional development. |
| <u>Knowledge</u> <ul style="list-style-type: none"> A broad knowledge and understanding across the whole Council and in-depth knowledge of related systems and legislation Detailed knowledge of GDPR requirements Detailed knowledge of FOI and SAR process and requirements. Detailed knowledge of HR and Health and Safety policies and procedures. Knowledge of best practice in establishing effective internal and external partnerships. | <u>Knowledge</u> <ul style="list-style-type: none"> Applied knowledge related to making best use of resources and effectively managing budgets Detailed knowledge of the service and the wider organisational context and how these interfaces with Members Detailed knowledge of council systems to provide accurate management information | <u>Knowledge</u> <ul style="list-style-type: none"> Applied knowledge of effective project management. |
| <u>Experience</u> <ul style="list-style-type: none"> Experience of working with and providing support to senior management within a local government, political environment Experience of delivering projects, analysing data and producing briefing and achieving income targets | <u>Experience</u> <ul style="list-style-type: none"> Experience of using different communication methods with an adaptable style Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and | <u>Experience</u> <ul style="list-style-type: none"> Experience of coordinating Freedom of Information requests |

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| <ul style="list-style-type: none"> • Experience of undertaking complex minute taking and taking a proactive approach to tracking actions • Experience of dealing with highly confidential and sensitive data | <p>can engage others in a credible and persuasive way</p> <ul style="list-style-type: none"> • Experience of overseeing the management of business projects • Experience of coaching/supporting others in their role • Experience of managing/resolving complex situations • Experience of managing and monitoring budgets | |
| <p><u>Skills</u></p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft office applications with the ability to use these to interpret data and prepare reports for the CEO. • Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment • Can understand the Service vision and interpret it to develop practical and achievable work plans ensure all staff understand service targets and their individual roles and responsibilities • Ability to deliver on service plan targets for the team • Ability to model high levels of professionalism and promote a culture of professional standards • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to make best use of resources and manage budgets effectively • Ability to build and develop productive teams to identify better ways of working and manage change effectively. • Ability to plan with some consideration for the medium term • Ability to make decisions independently, showing initiative and understanding of the whole Council. | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Can plan projects and tasks in structured way, monitoring progress against plans and embedding into working practice • Ability to use well developed communication skills to present complex and sensitive information in an understandable way, to a range of audiences with ability to select the appropriate method for the target audience • Ability to recognise own and others' learning style • Ability to use analytical skills to interpret varied and highly complex information and situations • Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovatory thinking. |

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| <ul style="list-style-type: none"> Excellent organisational skills with ability to manage own workload and balance competing priorities and deadlines Ability to apply discretion and always maintain confidentiality | | |
| Executive Assistant to Chief Executive | | |
| Range 6 | | |
| Level A (Developing) | Level B (Practising) | Level C (Accomplished) |
| Required for this level (in addition to all previous levels, if applicable) | In addition to level 6A (Executive Assistant to Chief Executive) | In addition to levels 6A and 6B (Executive Assistant to Chief Executive) |
| <u>Qualifications</u> <ul style="list-style-type: none"> Good standard of education to A level or equivalent, such as BTEC in Business Studies, Public Administration | <u>Qualifications</u> | <u>Qualifications</u> <ul style="list-style-type: none"> Evidence of continuous professional development. |
| <u>Knowledge</u> <ul style="list-style-type: none"> Specialist knowledge of practice and policy across all departments in which you are engaged and in-depth knowledge of related systems and legislation Detailed knowledge of GDPR requirements Detailed knowledge of FOI and SAR process and requirements. Detailed knowledge of HR and Health and Safety policies and procedures. Knowledge of best practice in establishing effective internal and external partnerships. Detailed knowledge of all practice and process of Council governance. | <u>Knowledge</u> <ul style="list-style-type: none"> Detailed knowledge of the Council's financial procedures. Expert knowledge of the wider organisational context including how these interface with Council and Member activities. Applied knowledge related to making best use of resources and effectively managing budgets. | <u>Knowledge</u> <ul style="list-style-type: none"> Applied knowledge of effective project management. |

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| <p><u>Experience</u></p> <ul style="list-style-type: none"> • Extensive experience of working in a similar role providing support to senior management within a local government environment. • Experience of planning, developing and leading on projects. • Experience of undertaking complex minute taking and taking a proactive approach to tracking actions • Experience of dealing with highly confidential and sensitive data • Experience of working with senior management and in a political environment • Experience of setting up and establishing effective internal and external partnerships and working groups ensuring key parties are updated and agreed actions are followed up • Experience of supporting others to ensure an excellent executive support and administrative service is always offered • Experience of managing staff, and / or coaching / mentoring of others • Experience of planning ahead and having the ability to respond positively to change • Experience of thoroughly analysing information and considering alternative | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of using different communication methods with an adaptable style • Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible and persuasive way • Experience of overseeing the management of business projects • Experience of providing suitable training and personal development for staff, including performance appraisals, in order that they can conduct their duties competently and responsibly • Experience of managing and monitoring budgets • Experience of producing briefing notes and presentations for the CEO | <p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of putting forward proposals for increasing income and or making savings • Experience of providing advisory and consultancy advice to the wider Corporate Management Team, members of the Cabinet, and the Authority • Experience of undertaking extensive research and analysis |

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| <p>solutions and adapting to new ways of working where necessary</p> <ul style="list-style-type: none"> • Experience of developing and maintaining effective administration and forward planning systems | | |
| <p><u>Skills</u></p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft office applications. • Ability to use well developed communication skills to present complex and sensitive information in an understandable way, to a range of audiences with ability to select the appropriate method for the target audience • Ability to use analytical skills to interpret varied and highly complex information and prepare reports and presentations for the Chief Executive. • Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovatory thinking. • Ability to make decisions independently using initiative and demonstrating understanding of the whole Council • Ability to provide an effective communication system which ensures all staff understand the service's targets and their individual roles and responsibilities • Ability to deliver on service plan targets for the team | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to manage productive teams, setting clear objectives and identifying better ways of working • Able to manage change effectively, providing guidance and support to others • Excellent communication and interpersonal skills, with ability to tailor style and type to suit different needs | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Can plan projects and tasks in structured way, monitoring progress against plans and embedding into working practice • Can undertake work that requires a range of imaginative solutions and responses and involves application of fresh and innovatory thinking • Can recognise own and others' learning style |

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| <ul style="list-style-type: none"> • Ability to understand the Service vision and interpret it to develop practical and achievable work plans • Ability to act as a role model to promote equality and manage diversity in the workplace • Ability to direct, coordinate and train other employees | | |
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