

APPRENTICE - ADVANCED

Designation: Parenting Administrator - Advanced Apprentice

Department: Family Solutions

Grade: Level 3

Responsible to: Lead Parenting Practitioner

MAIN PURPOSE OF JOB

To gain the knowledge and skills required to effectively support the work of the Parenting Team within the Family Solutions Team.

Example – tasks that may be undertaken within this role are:

- Data inputting/ maintenance of data bases
- Telephone work/answering
- Scanning
- Updating of systems
- Email inbox monitoring
- Preparing correspondence

PERSON SPECIFICATION

Qualifications

Educated to GCSE standard, Grade C and above (or equivalent) or have completed an Intermediate Apprenticeship and be willing to work towards achieving all the qualifications required to successfully complete the Advanced Apprenticeship.

Skills

Previous experience of using ICT packages i.e. Word, Excel and Power Point is desirable. Must be able to use these packages preparing work/correspondence accurately.

Competencies

Knowledge – Understands the range of procedures required for the role and can use the tools and equipment provided. Can use equipment provided and undertake written and numerical work, using technology, where required.

Presentation Skills - Able to produce accurate work using Word, Excel, and Power Point.

Mental Skills - Uses judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working.

Communication Skills – Is confident and uses written and oral communication skills to present varied information in an understandable way to a range of audiences.

Initiative and Independence - Follows instructions and uses initiative to deal with minor issues, referring to supervisor/line manager where necessary.

Responsibility to people - Is polite and courteous when dealing with members of the public, schools and partner agencies.

ORGANISATION

Describe how and by whom the post is managed:

The post holder will be supervised on a daily basis by Anthony Pallet

Describe the level of initiative and/or independence expected of the post holder:

The post holder will be supervised by their line manager, however, it is anticipated that they will develop and demonstrate a reasonable level of initiative and independence during the completion of their apprenticeship.

Job Context – Describe the main contacts, both internal and external, and the purpose of those contacts:

The post holder will have contact with internal colleagues in the course of their daily work. They will also have contact, via email and telephone, with external customers including schools, Academies, parents, service users and partner organisations.

FINANCIAL ACCOUNTABILITIES

Apprentices have no financial accountabilities, however, they can be taught to perform any tasks associated with the department and use the Council's payment systems i.e. Icon under the supervision of their line manager.

WORKING ENVIRONMENT

The post holder will be office based at one of the 4 Children & Families Hubs however may be requested to work at different council premises.