

## MEDWAY COUNCIL - JOB PROFILE

<b>DESIGNATION</b>	<b>Medway Safeguarding Children Partnership (MSCP) Apprentice – Business Administration Level 3 Advanced</b>
<b>DEPARTMENT</b>	<b>Medway Safeguarding Children Partnership, Children and Adults directorate.</b>
<b>RESPONSIBLE TO</b>	<b>MSCP Practice Development Lead</b>
<b>GRADE</b>	<b>Apprentice</b>

### **1. MAIN PURPOSE OF JOB**

To assist with the day-to-day business administration of the MSCP including (but not restricted to);

- Taking calls from professionals and the public
- Responsible for the MSCP Training Outlook inbox, responding to queries and technical issues.
- Maintaining the MSCP website, Twitter account and YouTube Channel
- Supporting and helping to arrange conferences
- Taking minutes at team meetings and multi-agency meetings
- Creating adverts for learning and development opportunities
- Supporting training sessions and the MSCP trainer including booking rooms, printing resources, providing refreshments and setting up IT equipment.
- Responsible for MSCP's Course booking System Me Learning. This includes assisting users to sign up, booking onto training courses and creating training sessions.
- Monitor online bookings for learning and development opportunities
- Supporting the MSCP Training Officer in the development of the MSCP Annual Training Report
- Create the MSCP's monthly Training Bulletin's

### **2. PERSON SPECIFICATION**

#### **Qualifications**

##### *Essential*

- Five GCSE's Grade C and above (or equivalent) or have completed an apprenticeship (NVQ Level 2). (20% weighting)

#### **Skills**

##### *Essential*

- Previous experience of using computer packages such as Word, Excel,

Powerpoint and social media platforms. (15% weighting)

- Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. (15% weighting)
- Ability to take ownership of work and fulfil agreed commitments, checking work for accuracy. (10% weighting)
- Demonstrable experience of identifying potential problems and taking appropriate action.
- Ability to think about alternative ways of doing things and being open to new work practices and responsive to change. (7% weighting)

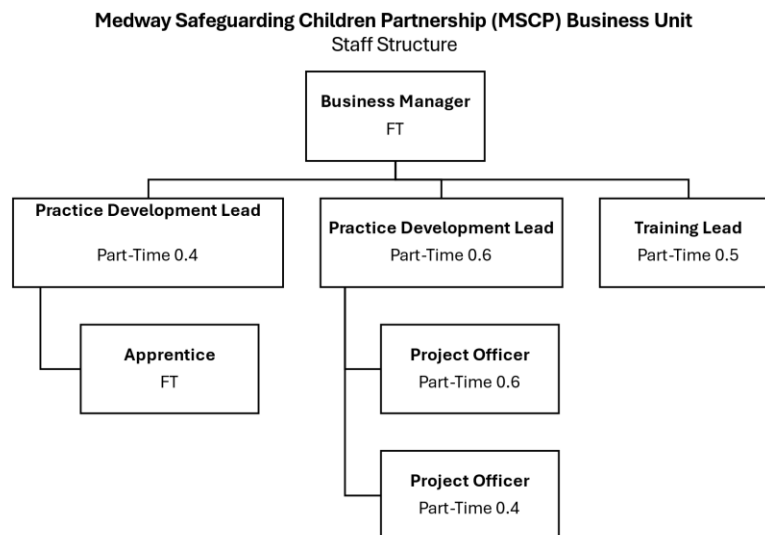
### Personal Qualities

#### *Essential*

- Experience of dealing with professionals/customers in a courteous and helpful way by keeping them advised of progress and offering them a solution to their problem. (10% weighting)
- Understands the process of team working and the part they play in ensuring objectives are met.
- Demonstrable experience of taking responsibility for own actions and development opportunities, maintaining high levels of integrity. (18% weighting)
- Commitment to equality and diversity, accepting differences and treating everyone fairly. (5% weighting)

### 3. ORGANISATION

#### (i) ORGANISATION CHART



**(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED**

Each apprenticeship post will be supervised on a day-to-day basis by the MSCP Learning and development officer.

**(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER**

As apprenticeship posts are training opportunities, the post holder will be supervised and mentored throughout.

The post holder will need to demonstrate a reasonable level of initiative and independence once training has been given.

**(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES**

None.

**(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS**

The post holder may have contact with members of the public, internal and external colleagues.

**4. 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. Webreq, under the supervision of their line manager.

**5. WORKING ENVIRONMENT**

The post holder will be based at Gun Wharf, Chatham including some home working.