

MEDWAY COUNCIL JOB PROFILE

APPRENTICE - ADVANCED

Designation:	Advanced Apprentice
Department:	Business Support, Adult Social Care
Grade:	Level 3 £296 per week training allowance Level 2 (£296 per week training allowance) may be considered for those who do not fully meet the person specification but can show a passion to learn and achieve.

MAIN PURPOSE OF JOB

To learn and develop the skills to carry out:

- Data inputting
- Scanning, printing and photocopying
- Updating of systems
- Responding to enquiries via telephone or email
- Email inbox monitoring and processing
- Room bookings
- Meeting bookings and minuting
- Using the council finance systems

You will be trained by and working with a team of experienced Business Support Officers to provide telephony and administration support to a variety of teams within the Adult Social Care directorate. There is a great variety of work which means you will never be bored.

PERSON SPECIFICATION

Qualifications

Ideally five GCSE's grade 4 and above (or equivalent) or have completed an NVQ Level 2 and a willingness to work towards achieving all the qualifications required to successfully complete the Advanced Apprenticeship framework.

Skills

Previous experience of using computer packages; like Word, Excel and PowerPoint is desirable.

Demonstrable ability to communicate in a manner that is easily understood and tailored to meet the needs of the audience.

Demonstrable ability to take ownership of work and fulfil agreed commitments, checking work for accuracy.

Demonstrable experience of identifying potential problems and taking appropriate action.

The ability to think about alternative ways of doing things and being open to new work practices and responsive to change.

Personal Qualities

Experience of dealing with customers in a courteous and helpful way by keeping them advised of progress and offering them a solution to their problem.

Demonstrable understanding of the process of team working and the part they play in ensuring objectives are met. Team engagement is a very important part of what makes our team successful.

Demonstrable experience of taking responsibility for own actions and development opportunities, maintaining high levels of integrity.

A commitment to equality and diversity, accepting differences and treating everyone fairly.

You will initially be based at the Compass Centre in Chatham, returning to Gun Wharf once renovation works are completed.