

JOB PROFILE
MEDWAY COUNCIL
APPRENTICE – Advanced

Designation: Education & SEND – Business Support Advanced Apprentice

Department: Education and SEND

Grade: Level (2) £279.35 per week training allowance

Responsible to: Executive Assistant

MAIN PURPOSE OF JOB

To gain the knowledge and skills required to effectively support the work of the Executive Support team in the Education and SEND Directorate.

In this role, you will support key projects and provide administrative assistance to the Assistant Director and senior management team. You'll help with preparing reports, presentations, and briefing notes, assist in organising and supporting meetings—including setting agendas, taking notes, and tracking actions—and contribute to the smooth running of the Assistant Director's office. You may also support internal communications, such as drafting newsletters, and work closely with the executive assistants to ensure day-to-day tasks are completed efficiently.

Tasks undertaken within this role will include:

- Organising and scheduling meetings and appointments
- Preparing and formatting documents such as reports, presentations, and briefing notes
- Drafting and distributing internal communications, including newsletters
- Taking notes and tracking actions from meetings
- Monitoring and logging responses to FOIs, MP enquiries, and complaints
- Maintaining accurate records and ensuring compliance with relevant policies
- Assisting with diary management to avoid scheduling conflicts
- Supporting wider administrative tasks across the Education and SEND team
- Assisting in the organisation of events, conferences, and stakeholder meetings
- Communicating professionally with members and other stakeholders

An Apprenticeship with Medway Council will give you the opportunity to gain qualifications, learn new skills and obtain an insight into a diverse organisation that can offer a wide range of career opportunities. In this role, you will work towards a Level 3 Business Administration Apprenticeship.

PERSON SPECIFICATION

Qualifications

Ideally five GCSE's grade C 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

Demonstrable ability to manage multiple tasks, prioritise effectively and support diary coordination and meeting preparation.

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 identify 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

Willingness to learn and develop new skills, showing enthusiasm and a proactive attitude towards training and feedback.

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

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.

3 ORGANISATION

(i) ORGANISATION CHART

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

The post holder will be supervised on a daily basis by the Executive Assistants.

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

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

(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 will have contact with internal colleagues in the course of their daily work. They will also have regular contact via email, phone, and in person with a range of external partners. These may include staff working in schools, NHS and ICB colleagues, the police to support enquiries, share updates, and help coordinate meetings and communications.

4 FINANCIAL ACCOUNTABILITIES

None

5 WORKING ENVIRONMENT

The post holder will be office based at Medway Council's Gun Wharf Office in Chatham; occasional home working may be necessitated in liaison with line manager. From time to time, the post holder may be required to travel to alternative premises to support meetings or conferences.