

MEDWAY COUNCIL JOB PROFILE

APPRENTICE - ADVANCED

Designation: HR Services Advanced Apprentice

Department: HR Services

Grade: Level (3) £279.35 per week training allowance

Responsible to: ER Team Manager

MAIN PURPOSE OF JOB

Deliver a range of administrative support services including word processing, minute taking, arranging meetings and hearings, collating documentation, filing, processing of eyecare vouchers and distribution of incoming post.

Provide administrative and transactional support to the Employee Relations teams in Medway Council HR team and assist in the provision of first point of contact helpdesks for queries from managers and staff.

Support the provision of advice and guidance on the usage of the Selfserve4you employee portal system, resetting passwords for users where necessary. Assist with providing procedural guidance with regards to use of this system and relevant HR policies and processes.

Help to input change of post details on the HR/Payroll system, calculate annual leave entitlements, produce contracts, variations and probation confirmation letters. Issue and co-ordinate references. Provide confirmation of post competency levels and job descriptions. Assist with collection and collation of data and provision of information for statutory returns and freedom of information and subject access requests.

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

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

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 managed by the HR Policy Manager.

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

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 will have contact with members of the public and internal 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. Integra, under the supervision of their line manager.

5 WORKING ENVIRONMENT

Office based at Gun Wharf, Chatham.