

MEDWAY COUNCIL

JOB PROFILE

APPRENTICE - ADVANCED

Designation: Business Administration Level 3 Apprentice – Public Health Workforce Development team

Department: Public Health

Grade: Level (3) £297.35 per week training allowance

Responsible to: **Peter Macaulay /Julie Daniels**

MAIN PURPOSE OF JOB

To gain the knowledge and skills required to effectively support the work of the Workforce Development Team in the Public Health Directorate.

This exciting opportunity will involve supporting the team with a wide range of business administration duties linked to the delivery of training sessions and workforce development. Training is delivered to individuals from a variety of organisations and groups who can contribute towards improving health and wellbeing in Medway. From time to time other administrative and support tasks will be required across the directorate.

Tasks undertaken within this role will include:

- Provide general administrative support including data entry, data collation, scanning, photocopying and supporting the maintenance of training records
 - Assist with the organisation of training by undertaking tasks such as booking venues, ordering refreshments, designing information leaflets and setting up equipment.
 - Support the promotion of public health by attending promotional events with colleagues from the Public health directorate.
 - Communicate with a wide range of people and agencies via email, telephone and in person.
 - Design and deliver engaging information via social media and websites.
 - Monitor the A Better Medway Champions email inbox and deal with enquiries appropriately.
 - Share information about Public Health England campaigns with Champions, colleagues and partners via email and social media.
 - Prepare information packs for training and health promotion events
- Enter data and analyse data from the WFD Training Portal

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 an

Level 3 Business Administration Apprenticeship. Public Health has a track record of offering excellent career progression with previous apprentices going on to work in the Smoking Cessation Service, Public Health Intelligence Team, Suicide Prevention and Social Care Commissioning teams.

Occasionally, you may be required to work outside of core office hours in order to help us deliver our work.

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 are essential. Experience of using other forms of database systems is desirable.

Demonstrable ability to communicate in a manner that is easily understood and tailored to meet the needs of the audience (including reach of audiences through the use of Social Media)

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 supervised on a daily basis by the Workforce Development Project Manager.

(iii) 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.

(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 may also have contact via email, telephone as well as face to face with external customers such as the volunteers on our 'A Better Medway' Champions programme, the Royal Society for Public Health and a range of organisations delivering community services related to health and wellbeing. For example, agencies delivering support and advice in relation to sexual health, drug & alcohol misuse and debt.

4 FINANCIAL ACCOUNTABILITIES

None.

5 WORKING ENVIRONMENT

The post holder will be predominantly 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 training or other promotional events.