

## CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

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| <b>DEPARTMENT: Office of the Chief Executive</b>                                                                  | <b>SERVICE GROUP: Employment and Skills Service</b>            |
| <b>POST TITLE: Apprentice Administration Support Officer<br/>Employment and Skills Strategy and Resource Team</b> | <b>REPORTS TO:<br/>Programme Manager Employment and Skills</b> |
| <b>GRADE: Band 5</b>                                                                                              | <b>SAP POSITION NUMBER: 50213161</b>                           |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

| <b>Key Purpose of Post: Max 3</b>                                                                                                                                                                                                                                                                                                                                                                                                      |
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| To provide a support service to a team of professional practitioners within the Employment and Skills Service. The role will be responsible for delivering robust business, project, and administrative support.                                                                                                                                                                                                                       |
| To undertake duties in data, tracking client information, monitoring projects, events and extracting information from various sources for reports required for partners. Updating programmes, organising events within programmes, setting up and facilitating meeting activities, minute taking, communicating with employers, partners, schools and members of the public as part of facilitating the effective delivery of service. |
| Provide facilitation and problem solving support to the team, service users, employers and                                                                                                                                                                                                                                                                                                                                             |

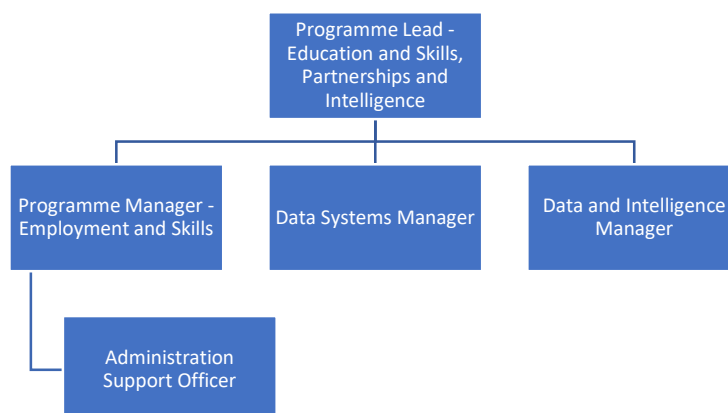
partners and ensure that all administrative tasks are done in compliance with various legislative standards departmental procedures and regulations.

### **Main Responsibilities of Post: Max 15**

1. To provide an effective administration support function across financial, administration and reception duties, ensuring accurate inputting and updating of data on to a range of information systems including in line with service user guidelines and procedures.
2. Liaise with clients and partners to ensure activities, programme and events are set up, communicated and run efficiently and smoothly.
3. Assist in the organising of programme/project administration across the team, including financial audits, quality monitoring, and asset inventory maintenance.
4. Support the development of literature required for service users/service delivery.
5. Be responsible for the monitoring and updating of client and business information.
6. Gain a thorough knowledge of the Customer Relationship Management (CRM) system and share skills and good practices with the team, wider team and partners as appropriate, providing support when requested.
7. Work in partnership with the wider team in planning, monitoring and reviewing the programme processes and resources in line with the identified priorities, targets and outcomes to ensure accurate and timely statistical data reporting.
8. Contribute to the updating of procedures for use within the team/wider team distributing new procedures, providing support and relevant information to all staff members and other teams within the Employment and Skills Service.
9. Participate in any specialist groups, contribute to the development of programmes, events and assist in the development of new procedures to address new issues or operational methods.
10. Monitor and deal with correspondence coming in either by telephone, by e-mail to centralised e-mail boxes or via the CRM.
11. Undertake any duties commensurate with the general level of responsibility of this post.
12. To fully comply with health and safety, equal opportunities and diversity, quality assurance, safe guarding and data protection.

### **Structure:**

### **Strategy and Resources:**



### **Special Knowledge Requirement: Will be used for shortlisting. Max 10**

| <b>Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.</b>                                                                                                                                                                                                                                                                                              |                  |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Essential</b> |
| Due to the Government's Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the <u>Advanced threshold</u> level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). |                  |
| Uses a range of complex IT packages relating to area of work                                                                                                                                                                                                                                                                                                                                                                                | X                |
| Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.                                                                                                                                                                                                                                                                                                 | X                |
| Knows and understands how to use, interpret, handle and communicate Information and data                                                                                                                                                                                                                                                                                                                                                    | X                |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work                                                                                                                                                                                                                                                                                                                 |                  |
| Able to put together written communication as well as compile reports and other documentation to a high standard with excellent attention to detail                                                                                                                                                                                                                                                                                         | X                |
| Able to arrange activities, meetings, manage diaries and service meetings, producing agendas, collating relevant documentation and taking and producing minutes                                                                                                                                                                                                                                                                             | X                |
| Able to work as part of a team across a service area and adapt to areas of increased demand                                                                                                                                                                                                                                                                                                                                                 | X                |
| Able to deal with internal and external clients and professionals face to face, by video conferencing, telephone, social media and by written communication                                                                                                                                                                                                                                                                                 | X                |

| <b>Relevant experience requirement: Will be used for shortlisting</b>                                                                                                                                                                                                                                                                                                                                                                                                       |
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| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the advanced threshold level outlined under Special Knowledge above.                                                                                                                                                                                                                                                                           |
| The applicant must have previous experience of creating databases and spreadsheets with formulas, queries and reports.                                                                                                                                                                                                                                                                                                                                                      |
| <p>We are looking for someone with a 'can-do' attitude, who can work accurately and efficiently within a busy team.</p> <p>Must have:</p> <ul style="list-style-type: none"> <li>• ability to balance multiple workstreams, projects and responsibilities</li> <li>• ability to work independently</li> <li>• ability to work well under pressure to support a busy team</li> <li>• excellent customer service skills</li> <li>• excellent organisational skills</li> </ul> |

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| <b>Relevant professional qualifications requirement: Will be used for shortlisting</b>                                                                                                                                                                                                                                                    |
| Has achieved English and maths GCSEs at 4 or above / Level 2, or is willing to work towards those qualifications.                                                                                                                                                                                                                         |
| <b>Core Employee competencies at manager level to be used at the interview stage.</b>                                                                                                                                                                                                                                                     |
| <b>Carries Out Performance Management</b> – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard.                                                                                                                                                            |
| <b>Communicates Effectively</b> - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.        |
| <b>Carries Out Effective Decision Making</b> - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.                                                                  |
| <b>Undertakes Structured Problem Solving Activity</b> - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships. |
| <b>Operates with Dignity and Respect</b> - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.                                                                                                                                                      |

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| <b>Working Conditions:</b>                                                                                                                                                 |                                                       |                                     |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. |                                                       |                                     |
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| <b>Special Conditions:</b>                                                                                                                                                 |                                                       |                                     |
| Enhanced DBS is required for this post.                                                                                                                                    |                                                       |                                     |
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| <b>Compiled by: A Willans</b><br><b>Date: February 2022</b><br><b>Updated:</b><br><b>T Lafferty October 2022</b><br><b>K Welsh Sep 2026</b>                                | <b>Grade Assessment</b><br><b>Date: February 2022</b> | <b>Post Grade:</b><br><b>Band 5</b> |