

Job Description

Job Title	Apprentice Service Support Assistant (Highways)
Grade	Band A
Reporting To	Service Support Team Leader
JD Ref	BUS0121G

Purpose

Assist in the delivery of specific business and/or administrative duties to support the delivery of the Highways Service.

Learn to work towards well defined business support standards and develop an understanding of the processes required to perform a range of straightforward and complex tasks through undertaking duties including taking and making telephone calls; interrogating enquiries and work queues; updating colleagues and customers; checking and verifying information; data input and photocopying; with due regard to confidentiality and sensitivity.

Complete the designated Intermediate Apprenticeship Framework and be an ambassador for Apprenticeships in Wirral, undertake a range of duties to develop a portfolio of evidence to support the Apprenticeship.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.
- Continue to develop personally and professionally as part of the apprenticeship

Communication, Engagement and Training:

- Learn and assist in a range of tasks and Customer service processes as identified for training and experience purposes, including the work areas within Highways and Infrastructure, assisting with any other associated work deemed appropriate to support the apprentice role.
- Work towards providing and promoting a customer focussed service in conjunction with other service providers
- Learn and undertake inbound and outbound contact with customers, including the public, suppliers, colleagues and Members in response to enquiries.
- Assist in maintaining and promoting a customer-orientated service in accordance with the Council's quality standards

- Develop working relationships with other Council Staff, Councillors, users and other organisations.
- Learn and undertake a mentored approach across the Service Support Team.
- Work as part of a team and under own initiative (where appropriately trained, qualified and competent), more complex issues may be escalated to line manager.

Data Analysis and Decision-Making:

- Ensure documents are processed in accordance with the Council's retention and destruction policies for both manual and electronic systems e.g. scanning, filing etc.
- Learn to accurately update spreadsheets for them to be retrieved and searched.
- Responsible for receiving payments, arranging refunds via the finance team.
- Develop a thorough understanding of departmental practice, procedures and work instructions
- Assist with contribution to the development and improvement of business support/systems by sharing ideas, identifying problems and offering possible resolutions.
- Provide business support to manager, including preparing minutes of meetings.
- Work to regularly operate and accurately maintain the update of business support systems (electronic and manual) on a daily basis, including customer service, work queues and asset databases.
- Routinely process personal and confidential data with due regard to maintaining confidentiality and in accordance with DPA and GDPR requirements.
- Support and assist Highways Inspectors during highway emergency situations.
- Learn to manage your daily workloads and prioritise to ensure deadlines are achieved. As part of this ensure performance targets are met for customer enquiry response times as set out by the Council and relevant to the customer category (5 day, 10 day and 15 day).
- Responsible for resolving issues arising from own work.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Educated to GCSE level or equivalent.
- *Desirable - Business/Administration Qualification at Level 3 or higher.*

Knowledge & Skills

- Good literacy and numeracy skills.
- Interpersonal and communication skills.
- Good level of computer literacy with particular reference to e.g. use of Microsoft Office applications including Outlook, Word, Excel etc.
- Demonstrate the ability to listen and work to instructions.



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- Excellent communication skills
- Knowledge of relevant specialist legislative requirements relating to businesses processes e.g. data protection.
- Understanding of confidentiality requirements.
- Ability to work to deadlines.
- *Desirable – Knowledge of relevant specialist legislative requirements relating to business support or the Councils services.*
- *Desirable - Knowledge and experience of working in local government*

Experience

- Experience of working effectively within a team environment
- Interest or experience in Customer Service
- *Desirable - Some experience of working to deadlines.*
- *Desirable - Some experience working with customers.*

Additional Information

- Ability to travel across the Borough and work from various locations.
- Expected to work from a fixed location (subject to change).
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Prolonged Repetitive Movements/Actions
- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Jane Hodgkiss - Service Support Manager
Date Of Approval: 11/6/25



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