

Job Description and Person Specification

Post Title: Apprentice Neighbourhood Services Support Officer

Reports to: Waste Operations Manager

Scale: Apprenticeship Scale (£18,000 pa)

Politically Restricted: No

Overall Purpose

To support the effective delivery of administrative functions within the Council's Depot while undertaking a Level 3 Business Administration Apprenticeship. The postholder will contribute to the efficient operation of frontline waste; cleaning and grounds maintenance services and ensure that administrative processes meet statutory, regulatory, and council standards.

Key Roles, Tasks and Responsibilities

1. Support the existing team to provide day to day administrative support to the Neighbourhood Services team.
2. Maintain accurate paper and electronic filing systems in line with council procedures.
3. Input data into council systems, ensuring accuracy and confidentiality.
4. Assist with preparation of reports, correspondence, and performance data.
5. Respond to enquiries from residents and internal departments via phone and email.
6. Assist in resolving service requests and complaints, escalating where appropriate.
7. Provide clear and professional communication in line with council standards.
8. Support scheduling and co-ordination of waste collection services.
9. Assist in audit preparation and data reporting requirements.
10. Assist with processing invoices, purchase orders, and goods receipting.
11. Support stock control and ordering of depot supplies.
12. Prepare, record, and distribute accurate minutes of meetings in a timely and professional manner.
13. Attend training and complete coursework as part of an apprenticeship programme.
14. Demonstrate continuous learning and application of new skills.
15. Work towards achieving the Business Administration qualification.

Post Characteristics

Allowances: Casual car user allowance (if applicable)

On call/emergency situations: N/A

Security/safeguarding checks: None

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Essential:

Basic understanding of why health & safety is important in the workplace 3,4*

Understanding of general office tasks (filing, printing, scanning, emails) 3,4*

Basic understanding of record keeping and why accuracy matters 3,4*

Experience

Desirable:

Experience of working or volunteering in a team environment 3,4*

Experience in customer service or administrative tasks 3,4*

Experience of take minutes in meetings 3, 4*

Skills/Abilities

Essential:

Good written and verbal communication skills 3,4*

Basic IT skills including Microsoft Office 3,4*

Ability to organise tasks and manage time effectively 3,4*

Attention to detail and accuracy 3,4*

Enthusiastic and committed to learning 3,4*

Reliable and punctual 3,4*

Desirable:

Able to work both independently and as part of a team 3,4*

Qualifications/Training

Essential:

GCSEs (or equivalent) including English and Maths (Grade 4/C or above) 3,4*

Other

Essential:

Commitment to equality, diversity, and inclusion 3,4*

Interest in public services, environmental services, or local government 3,4*

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Waste Operations Manager

Latest Version Date: May 2026

Job Evaluation Ref: N/A