



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Post Title: Business Administration Apprentice
Grade: Apprentice
Directorate: Resources/Law & Governance
Department: Various within the directorate
Responsible to: Head of Human Resources & Organisational Development

Purpose of the Job:

To undertake a two-year training programme working towards an NVQ in Business Administration Level 2/3. To complete a technical certificate including NVQ units (2 mandatory and 3 optional units) and key skills as specified.

To develop an understanding of the issues facing various sections within the Resources directorate and contributing towards overcoming these issues in order to provide excellent service.

Principal duties and responsibilities:

1. To provide administrative and clerical support to Resources/Law & Governance Directorates.
2. To provide general office and clerical services for staff, including photocopying, collecting and distributing post, filing, word processing etc.
3. To assist in the development and upkeep of Resources/Law & Governance directorates departments of the intranet.
4. To undertake processing of correspondence, reports and other documents to corporate standards and deadlines.
5. Process routine documentation.
6. To develop and maintain spreadsheets containing financial and non-financial information.
7. To provide information to officers both within Resources Directorate and the wider council.
8. Liase with members of the public and other external stakeholders.



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9. To assist with the preparation and maintenance of statistical information, including performance indicators, as may be required.
10. Operate computer systems as required.
11. To arrange room bookings, take minutes and undertake associated administration.
12. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
13. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.
14. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Achievement of a good level of general education to a Level 2 standard (or equivalent)	A, D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Experience of being a pro-active team member.	A, D, I
Ability to work with sensitivity and diplomacy.	A, D, I



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Desirable	Method of Assessment *
Experience in an administrative role involving contact with the public	A, D, I

SKILLS

Essential	Method of Assessment *
Computer literate and a willingness to develop skills in this area.	A, I
A good working knowledge and demonstrable competence of using Microsoft 365 and databases.	A, I
Good organisational skills.	A, I
Ability to work accurately and to tight deadlines.	A, I
Ability to work effectively within a team	A, I
Ability to work on own initiative to think through problems to find solutions within agreed guidelines.	A, I
Ability to manage workload effectively.	A, I
Good verbal communication and listening skills.	A, I
Ability to promote Rutland County Council in a positive manner.	A, I
Ability to answer, speak confidently and take messages on the telephone/on-line communication channels.	A, I
A high level of motivation and commitment.	A, I
To be able to recognise and implement the need for professional confidentiality.	A, I

Desirable	Method of Assessment *
Ability to work effectively in a team within a large organisation.	A, I



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EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

* A = Application Form D = Documentary evidence I = Interview T = Test

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing officer must sign below. If changed, please submit both the original job description and amended job description to the Personnel and Training Section.

DATE	CHANGE - YES/NO	SIGNATURE
August 2026	New post	Fiona Rowntree, Head of Human Resources & Organisational Development