TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Apprentice – Finance and Administration (Customer Service) **Post No:** 50001000

Service: Operations and Delivery **Grade:** Apprentice Salary

Reports to: Finance and Admin Officer and/or Finance and Admin Manager

1. JOB PURPOSE

To provide support to the Finance & Admin Managers and Officers across the department or team, in order to support an efficient and effective, customer focused service that meets the statutory responsibilities of the Council and contributes to the objectives set out in the development, service, and corporate plans.
To contribute to the continuous improvement of service delivery, providing a proactive, constructive, and customer focused approach.

2. JOB ACTIVITIES

- Assist in general departmental administration and record-keeping, which could include car mileage, invoice processing support, budgetary control support, office inventories, procurement support, processing financial documentation, and handling incoming and outgoing posts.
- Provide efficient and effective support to Finance & Admin Managers and Officers.
- Assist in the raising and payment of invoices in a timely manner.
- Assist in the generation and preparation of reports as required.

3. CORPORATE RESPONSIBILITIES

- Must achieve good performance on relevant performance indicators both local and statutory and ensure that all employees understand the aims and objectives of the service and are able to maximise potential and achievement.
- Must ensure that employees can relate their work to the Council's overall corporate strategy and priorities.
- You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.
- Must maintain high quality corporate and service standards and best practice as required.

4. SPECIAL CONDITIONS

- The post holder will work under the supervision of their colleagues/Team Leaders/Manager.
- Take all reasonable steps to maintain a harmonious working environment through consultation, effective communication, and teamwork.

- This job description serves as a guide to the duties expected of the post holder. It is not exhaustive or exclusive and may be amended as necessary to meet changing requirements.
- The post holder must maintain confidentiality at all times and work in accordance with relevant legislation, including the Data Protection Act.
- Annual Leave not to be taken during College terms.

This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

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PERSON SPECIFICATION

Job Title: Apprentice – Finance and Administration (Customer Service) **Post No:** 50001000

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- Good GCSE passes or equivalent in English and Mathematics.
- Knowledge and experience of the application of ICT systems to deliver business solutions particularly word, spread sheets, outlook.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with people

a. Demonstrates an interest in and understanding of others
b. Adapts to a team and builds team spirit
c. Listens consults others and communicates proactively
d. Supports and cares for others

4.2 Applying Expertise and Technology

a. Applies specialist and detailed technical expertise.
b. Develops job knowledge and expertise (theoretical and practical) through continual professional development.
c. Shares expertise and knowledge with others.
d. Uses technology to achieve work objectives.
e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.
f. Demonstrates an understanding of different organisational departments and functions.

5.1 Learning and Researching

a. Rapidly learns new tasks and quickly commits information to memory.
b. Gathers comprehensive information to support decision making.
c. Demonstrates an immediate understanding of newly presented information.
d. Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback).
e. Manages knowledge (collects, classifies and disseminates knowledge of use to the organisation).

6.2 Delivering Results and Meeting Customer Expectations

a. Focuses on customer needs and satisfaction.
b. Sets high standards for quality and quantity.
c. Monitors and maintains quality and productivity.
d. Works in a systematic, methodical and orderly way.
e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

a. Appropriately follows instructions from others without unnecessarily challenging authority
b. Follows procedures and policies
c. Keeps to schedules
d. Arrives punctually for work and meetings
e. Demonstrates commitment to the organisation
f. Complies with legal obligations and safety requirements of the role.

Applicants should note that the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.