Job Description and Person Specification

Post Title: Business Administration Apprentice

Reports to: Development Services and Enforcement Manager

Scale: Apprenticeship

Politically Restricted: No

Overall Purpose

1. To provide effective administrative support to the Planning and Strategic Growth department.
2. To provide high quality, responsive and efficient customer service and deal with customer enquiries professionally and to a high standard.

Key Roles, Tasks and Responsibilities

1. To work effectively with other team members providing administration support to the Planning and Strategic Growth Team
2. To deal with customers in a professional, courteous, and efficient manner via telephone, email, in writing and in person
3. To collect, sort, record and distribute incoming mail (including emails) and prepare outgoing mail
4. To accurately maintain and update records including the database, document management systems and geographical information system
5. To assist officers in ensuring that information on the Council's website is accurate and up to date including scanning and uploading documents
6. To provide accurate information to customers, take responsibility for resolving customer enquiries and actively promote the range of access channel options available to customers
7. To exercise the highest level of integrity when dealing with personal and sensitive information, taking into account legislation such as the Data Protection Act and Freedom of Information Act
8. To assist Officers with the validation of planning and associated applications; enforcement cases and planning policy queries.
9. To attend designated training sessions as necessary which maybe out of normal working hours and/or at other establishments
10. Any other administrative duties as may be required by the Planning & Strategic Growth Group Manager; Development Services & Enforcement Manager; Strategic Growth Manager; and Development Strategy Manager

Post Characteristics

Allowances: None

On call/emergency situations: None

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

Skills/Abilities

Essential:

Motivated to take pride in delivering a high-quality service (3,4)

Ability to work within a team and be an excellent team player (2,3,4)

Ability to work flexibly, and willing and motivated to learn new skills and techniques (3,4)

Able to use a computer and, with training, use various computer software packages including Microsoft products, databases, and geographical information systems (2,3,4)

Ability to communicate effectively with good spoken and written English language skills (2,3,4)

Ability to handle information in a confidential manner as necessary (3,4)

Good time management skills / abilities (3,4)

Willingness to undertake further training in order to provide the best possible service (3,4)

Desirable:

None.

Experience

Essential:

None.

Desirable:

Experience of working in customer service environment (3,4)

Previous experience of using computer software including use of Microsoft Word, Excel, PowerPoint & Outlook (3,4)

Qualifications/Training

Essential:

At least 4 GCSEs grades A* to C and/or at grade 4 and above (or equivalent qualification) including English

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: Development Services Manager

Latest Version Date: June 2025

Job Evaluation Ref: N/A