|  |
| --- |
|  |
| **Business Support Apprentice (Housing Services)** |
| **Employer:**  | Darlington Borough Council  |
| **Location:**  | Town Hall, Feethams, Darlington, DL1 5QT |
| **Hours:**  | 37 hours per week  |
| **Salary:****Posts:** | From £4.30 per hour 6 |
| **Duties:** | There are currently exciting apprenticeship opportunities within Darlington Borough Council Housing team. You will be supported to complete a Level 3 Apprenticeship in Business Administration. Your role will be to support the teams, Team Leaders and Team Managers with the day to day running of the busy office environments and to provide an efficient and comprehensive business support service to the Lifeline Services / Housing Options / Revenue and Benefits / Performance and programming and Housing Tenancy management Office based teams. This opportunity will support you to learn the fundamentals of admin. The apprentices duties will include:* To undertake a range of business support tasks such as managing your own emails, copying, scanning, faxing, archiving, post, answering the telephone and taking messages.
* Input data accurately both manually and electronically on multiple systems, including extracting basic information within set parameters, checking the correct information is provided and chasing missing data.
* To produce basic performance management reports.
* Carry out basic audit and quality control of data input.
* Copy typing from notes, including completing standardised templates.
* To have an excellent understanding of your specific service from training provided in each area of our practices.
* Provide support to deal with a wide range of customer enquiries, ensuring a friendly and responsive service to telephone enquiries, email and visitors, e.g. answering routine queries, signposting and taking messages where appropriate.
* To carry out routine basic invoicing, creating purchase orders, handling of credit card to include making ad hoc purchase as requested.
* Provide telephone cover and assistance for other teams as required.
* To input, complete and update both manual and electronic standard format data, checking the correct information is provided and chasing missing data.
* Produce standard reports and presentations.
* The population and creation of basic spreadsheets.
* Take basic notes at meetings for purposes within own team.
* To provide basic facilities management – setting up rooms for meetings ensuring the required equipment and resources are available and assisting attendees.
* Undertake the co-ordination of public information and literature, ensuring stock levels are maintained and in date.
* Perform diary management functions for officers in the authority including arranging and re-arranging meetings, room booking and organising refreshments.
* Plus lots more!
 |
| **Training:**  | Training will take place periodically at our training centre in Darlington (DL1 5AJ) and/or remotely as required, to work towards the theory elements of the framework. The other days will be spent working with your employer gaining the skills and knowledge required to complete your Apprenticeship. Qualifications you will work towards are:* L3 Business Administrator Apprenticeship Standard
* Functional Skills in maths, English and ICT (as required)
 |
| **Perks:** | Your reward for working at the Council goes beyond the salary you receive. In addition to pay, the council are committed to offering a wide range of benefits, such as:* 31 days Annual Leave plus Bank Holidays, with option to purchase
* Additional Annual Leave (pro rata)
* Access to the Local Government Pension Scheme with option to make
* Additional Voluntary Contributions
* Flexi-time scheme
* Enhanced Maternity/Paternity and Adoption Leave payments
* Green Car leasing scheme
* Cycle to Work scheme in partnership with Halfords
* Access to free Physiotherapy sessions
* Access to free, confidential counselling
* Reduced cost membership to the Council’s leisure centre Fit for Life Package
* Season ticket car parking permits or subsidised Town Centre parking permits (subject to conditions)
* Access to Childcare Vouchers scheme subject to conditions
* Access to a wide range of training
* Discounted Arriva North East Bus Travel Pass
 |
| **Progression:** | Possible progression into full time employment for the right candidate |
| **Closing Date:** | **Sunday 20th March 2022** |
| **Apply:** | To apply please visit the North East Jobs Website, searching vacancy number [221167](https://www.northeastjobs.org.uk/job/Business_Admin_Apprentices_Housing/221167)For more information please contact a Learning & Skills Adviser on 07932 869325 or L&S@darlington.gov.uk |

