Role Profile

Post Title:	**Modern Apprentice (Business & Administration) (SCQF5)**
Grade:	**Modern Apprentice**
Date Created:	**19th February 2021**

ROLE DEFINITION

To undertake a Modern Apprenticeship and contribute to the efficient and effective delivery of the service.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

Under supervision, and with support and guidance, the Modern Apprentice will undertake the following duties and responsibilities

- Typing/word processing a variety of documents e.g. memos/letters/reports.
- Entering and retrieving data from a range of computerised or manual systems, maintaining confidentiality and sensitivity where appropriate.
- Compiling information, producing basic statistics and completion of checklists.
- Filing, photocopying, faxing and processing mail.
- Deal directly with queries from colleagues and customers who may be either internal or external.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• Three National 4 qualifications or equivalent (one of these qualifications must be in English)	•	• Application Form • Interview
Experience	• Relevant knowledge and/or experience gained from education, voluntary or part time work	•	• Application Form • References • Interview
Specialist Knowledge	•	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication skills • Ability to work on own initiative or as part of a team • Motivated and enthusiastic • Ability to take and follow instructions	•	• Application Form • References • Interview
Other	•	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind