PERTH & KINROSS COUNCIL

JOB PROFILE

Job Title: Trainee Business Assistant (Modern Apprenticeship)

Service: Finance and Business Support

Job Purpose:

The apprentice will work under supervision to provide business and administrative support to assist the PA team and where required, the Civic team, in delivering professional high quality and customer focussed services, during which time they will undertake a Level 2 **or** Level 3 Business and Administration Modern Apprenticeship.

Main Accountabilities

- Provide a business and administrative support service.
- Use a variety of Microsoft Office software (Word, Excel, Powerpoint, Access)
- Use bespoke software.
- Make and receive internal/external telephone calls, dealing with enquiries personally, obtaining or passing on information or referring caller to appropriate sources.
- Maintain various records, registers and statistical information, both manual and computerised.
- Assist in the efficient distribution of mail, both internal and external.
- Greet visitors and assist with enquiries, where applicable.
- Undertake filing and photocopying duties.
- Undertake a Level 2 **or** Level 3 Business and Administration Modern Apprenticeship.
- Undertake any other duties which may be allocated as and when required.

Job Specific Requirements

	Level 2 Modern Apprentice	Level 3 Modern Apprentice
Knowledge & Experience	Ideally you will have knowledge and experience of using Microsoft office software	
	Previous work experience would be an advantage	
	Have a good understanding of duties related to working in an office environment	
	Have an understanding of the purpose of Perth and Kinross Council	
	Ideally hold Core Skill qualifications in Communication, Problem Solving and IT (or equivalent)	Hold Core Skill qualifications in Communication, Problem Solving and IT (or equivalent)
		Hold minimum of National 4/Intermediate 1 (or equivalent) in Maths and English
Customer Care	Willing to deal with a variety of customers, both face-to-face and over the telephone in a manner which meets the Council's Customer Care Standards	
Health & Safety	Able to cope with the demands of the job and attend on a regular basis	
	Willing to undertake Health & Safety training relevant to the post	
Equality & Dignity at Work	Treat colleagues and customers with dignity and respect.	
Communication	Be able to follow and comply with procedures when dealing with sensitive and confidential information in order to comply with the Data Protection Act.	
	Have good written and verbal communication skills	
Flexibility	Willingness to be involved in team tasks and adapt to ongoing changes within an office.	
Achievement of Results	Willing to commit to meeting agreed timescales and targets in relation to the Level 2 Business and Administration Modern Apprenticeship.	Willing to commit to meeting agreed timescales and targets in relation to the Level 3 Business and Administration Modern Apprenticeship.
	Willing to accept feedback and use this to improve performance	
Quality	Ability to produce high standard of work	
	Attention to detail and accuracy.	
Team Working	Able to work effectively as part of a team.	
	Be able to follow instructions given by members of staff	
Decision Making & Problem Solving	Have the ability to know when to ask for assistance/guidance.	
Any additional requirements	Be prepared to undertake the Level 2 Business and Administration Modern Apprenticeship and any other relevant training deemed necessary to meet the requirements of Perth and Kinross Council.	Be prepared to undertake the Level 3 Business and Administration Modern Apprenticeship and any other relevant training deemed necessary to meet the requirements of Perth and Kinross Council.