



Job Description

Job Title:	Office Apprentice
Grade:	Apprenticeship
Section:	Multiple
Reports to:	Service Area Manager
Responsible for:	None

The Job

Is to:

- work under supervision to carry out all aspects of the post including;
- provide administrative support to the team you are working with;
- promote the service at all times in line with the Customer Charter, making sure a high standard of Customer Care is achieved at all times, and
- assist the team to achieve performance targets and timescales.

The Bigger Picture

You will:

- provide effective administration support for the section under supervision. This includes competent use of computer systems, producing and amending documents and letters, taking minutes in meetings, ordering stationary, photocopying and general office tasks;
- working in line with practices and procedures, inputting and monitoring information using computer systems for a range of work tasks;
- be the first point of contact for customers, tenants and colleagues in relation to delivering services;
- assist in the implementation of changes in policies and procedures;
- comply with health and safety requirements, legislation and understand statutory requirements in relation to the work environment;
- learn how to apply quality control to a consistently high standard; and
- be an effective team member working as a fully committed member of the team, section, department and WDH as a whole.

The Day to Day

You will:

- develop skills to provide high quality customer service, dealing courteously and efficiently with calls and electronic enquiries as appropriate;
- learn how to deal appropriately with complaints and enquiries in line with WDH's procedures;
- attend internal and external meetings including helping develop links and partnerships with external agencies;
- accurately record a range of data including databases and processes in relation to service area targets;
- develop and understand how to support administrative systems, in particular developing the use of digital technology;
- handle all confidential information discreetly and sensitively;
- ensure that performance is achieved in line with agreed targets and timescales by monitoring performance management systems;
- learn how to format and produce high quality information using a range of digital formats; and
- be an effective team member and contribute to the smooth running of the service.

Personal Contacts:

Internal: Employees and managers at all levels.

External: Tenants and residents, statutory and voluntary agencies, contractors and other customers.

The Specifics

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
Two qualifications at Level 2 of the Qualifications and Credit Framework such as GCSEs grades A-C/ 9-4, Award, Certificate or Diploma at Level 2 or equivalent, including English Language and Maths	✓		AF/CQ	✓
Must be willing to attend a learning programme delivered through a college or training provider working towards a Level 3 qualification	✓			
Willing to work under the WDH Apprentice Learning Agreement	✓			

Determination				
An ability to multi task and adapt to changing priorities.	✓		AF/I	✓
Able to understand and carry out verbal and written instructions.	✓		AF/I	
Highly effective organisational skills	✓		AF/I	

Nous				
Experience in the use of computers, with knowledge of key Microsoft Office products.	✓		AF/I	✓
Understanding of high quality customer care.	✓		AF/I	✓
Experience of communicating effectively.		✓	AF/I	✓

Attitude				
Good interpersonal and communication skills.	✓		AF/I	✓
An ability to communicate face to face and on the phone.	✓		AF/I	
Reliable and committed.	✓		AF/I	
An ability to work as part of a team.	✓		AF/I	
A willingness to continually learn and develop in order to carry out work to a high standard	✓		AF/I	

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Must have a pleasant manner and smart appearance.	✓		AF/I	

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R - References