



Job Description

Job Title:	Office Apprentice
Grade:	Apprenticeship
Section:	Multiple
Reports to:	Apprentice Team Leader
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 WDH DNA, ensuring a high standard of Customer Care is achieved at all times,
- assist the team to achieve performance targets and timescales; and
- complete coursework and assessments as required for the Apprenticeship Qualification.

The Bigger Picture

You will:

- provide effective administration support for the service area under supervision. This includes competent use of computer systems, producing and amending documents and letters, taking minutes in meetings, and general office based 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, service area 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;
- receive mentorship and support in learning your role and the procedures within your service area;
- 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

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
Five 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	✓		I
Willing to work under the WDH Apprentice Learning Agreement	✓		I

Determination			
Able to work effectively in a pressurised environment and develop the skills to organise work to meet deadlines and targets.	✓		AF/I
The ability to apply thought and attention to detail.	✓		AF/I
Committed to promoting choice and high standards of customer service.	✓		AF/I

Nous			
IT literate, with Microsoft office skills; Microsoft Word, Microsoft Excel, for example.	✓		AF/I
Clear written and verbal skills.	✓		AF/I
An understanding of the principles and concept of customer care.	✓		AF/I
Develop the ability to input and retrieve information accurately using specific computer applications.	✓		AF/I
Personable and willing to build working relationships with colleagues of all levels.	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Develop the skills to be able to examine/interpret and record information effectively.	✓		AF/I
Demonstrate an understanding of equal opportunities in service delivery.		✓	AF/I
Develop the knowledge of WDH's services.		✓	AF/I
Develop analytical and interpretation skills.		✓	AF/I

Attitude			
Develop good listening skills and a pleasant telephone manner.	✓		AF/I
An ability to effectively communicate with others in a way which is easily understood.	✓		AF/I
Experience of delivering customer focused services.		✓	AF/I
Have effective communication and negotiation skills.		✓	AF/I

Key

AF - Application Form

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

CQ - Certificate of Qualification