**Gravesham Borough Council**

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| Directorate: | Communities & Inclusive Growth  |
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| Department: | Parking Services |
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| Post Title: | Apprentice Business Administration Assistant |
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| Grade: | N/A |
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 **Job Description**

**Job summary**

Responsible to the Senior Parking Officer, you will support the administration officers in tasks relating to the Councils Parking Service. Tasks include data input, assisting with bulk printing, stock monitoring and assisting with all other duties related to the administration section.

**Learning Activities**

Work towards completion of NVQ Level 3 in Business Administration, Technical Certificate and Key Skills.

Providing administrative support and gathering work-based evidence towards the completion of NVQ portfolio.

Attend regular training programmes as required

Attend regular progress and review meetings with reviewer, line manager and assessor.

Agree and work towards completion of an individual learning plan.

**Job activities**

Opening & logging correspondence received via post / email

Organising procurement requirements for printing, photocopying and stationery for the department.

To make and receive telephone calls.

To research, prepare, print, photocopy and distribute documents

Create and maintain paper based and computerised administrative records including work processing and computer services to the department.

Organise storage and retrieval of documents and equipment in the departments on-line filing systems.

Assist with returns and other forms requesting information from internal and external contacts

Assist with the preparation and completion of surveys.

To check the manual reviews of vehicles entering / exiting the car parks and input the vehicle registrations where required.

To assist the Parking Assistant Officer with Parking Permit applications.

To check and authorise Blue Badge applications.

To undertake any other administration job related tasks as required

**General**

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

A commitment and contribution to the Council’s Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

The post holder will comply with Statute and Council Policy in all respects.

An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community safety. It is also required that community safety is to be a thread running through all functions of the LA

A commitment to excellent customer service and the values of the Council

**PERSON SPECIFICATION**

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| Characteristic | Specification |
|  | ESSENTIAL | DESIRABLE |
| **SKILLS/ABILITIES**(Specific skills and abilities required to undertake the duties) | Ability to carry out basic Office skillsAbility to follow set procedures and routines |  |
| **KNOWLEDGE**(Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations) | Knowledge of Gravesham Borough Council and the services it provides. |  |
| **QUALIFICATION****TRAINING**(Educational/vocational qualifications and other training)Verification will be required | Willing to work to a NVQ Level 3 in Business Administration | 5 GCSE’s or equivalent 9-4 grade |
| **EXPERIENCE**(Level and type of previous experience) | Experience of using Microsoft OfficeAn awareness of good customer service | Experience in customer service |
| **QUALITIES**(Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team) | Good telephone mannerGood team player |  |
| **SPECIAL CONDITIONS**(e.g. willingness to work unsocial hours or wear a uniform) | Commitment to equal opportunities |  |