**Gravesham Borough Council**

|  |  |
| --- | --- |
| Division: | Corporate Services |
|  |  |
| Department: | Revenues and Benefits |
|  |  |
| Section: | Revenues, Benefits, Service Change |
|  |  |
| Post Title: | Apprentice Business Administration Assistant |
|  |  |
| Grade: | N/A |
|  |  |
|  |  |

**Job Description**

This is a generic job description for Business Administration Apprenticeship Scheme.

Localised variations to this job description may occur dependent upon placements during the twenty-four-month fixed term period.

**Job summary**

Responsible to the Team Leader you will support the team in tasks relating to the council’s Revenues, Benefits or Service Change Service.

**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**

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

To ensure that liabilities for council tax and business rates accounts are processed accurately and timely.

To ensure applications for Housing Benefit and Council Tax Support are processed accurately and timely.

To ensure that all applications for discounts, exemptions and reliefs are verified and correctly awarded.

To respond to customer enquiries by telephone, email and correspondence.

To undertake quality assurance and compliance checks as required.

To provide advice to colleagues across the council as well as external stakeholders, clients and customers.

To contribute towards business process improvement.

To develop and maintain positive and collaborative relationships with all internal and external stakeholders.

To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedures.

**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**

|  |  |  |
| --- | --- | --- |
| Characteristic | Specification | |
|  | ESSENTIAL | DESIRABLE |
| **SKILLS/ABILITIES** (Specific skills and abilities required to undertake the duties) | Ability to carry out basic Office skills  Ability to learn how to use other IT systems  Ability to follow set procedures and routines  Ability to work as part of a team to achieve shared outcomes |  |
| **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 | Level 2 qualifications in English and Maths | 5 GCSE’s or equivalent A-C grade |
| **EXPERIENCE** (Level and type of previous experience) | Experience of using Microsoft Office applications (such as word and excel)  An 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 verbal and written communications skills  Good organisations skills and ability to prioritise work to meet deadlines |  |
| **SPECIAL CONDITIONS** (e.g. willingness to work unsocial hours or wear a uniform) | Commitment to equal opportunities |  |