## East Staffordshire Borough Council

**JOB DESCRIPTION**

JOB TITLE: APPRENTICE- COMMUNITIES, OPEN SPACES & FACILITIES

GRADE: 3

REFERENCE CODE:

SECTION: Communities, Open Spaces & Facilities

RESPONSIBLE TO: Communities, Open Spaces & Facilities Manager

RESPONSIBLE FOR: The provision of a high quality, customer focused service.

Note that appropriate training and support will be provided throughout the apprenticeship period.

* Support the operational delivery of teams within the Communities, Open Spaces and Facilities (COSF) service through the production of accurate records and documents.
* Handle enquires from members of the public, Councillors, internal colleagues and external partner organisations.
* Ensure stakeholders are kept up to date on the activities of the COSF using a variety of communication tools, with guidance from colleagues.
* Ensure that databases and other IT packages associated with the COSF service are reviewed, accurate and kept up to date.
* Through collaboration with colleagues in the COSF service, deliver a range of projects to enhance service delivery.
* Work with colleagues to analyse and review quantitative and qualitative information to form recommendations and options for consideration by senior political and managerial leaders.
* Utilise a range of communication and engagement techniques to understand the requirements of the COSF service and generate options for service delivery.
* Under the guidance of the COSF Manager, provide support for projects within the COSF service and see them through to their conclusion.
* Work with internal and external colleagues to ensure a high-quality level of customer service is delivered for Council operations.
* Order works and maintain accurate financial records as directed by colleagues.
* Ensure that all correct documentation is received, stored correctly, and able to be reviewed for all external contractor works.
* Provide support and assistance to the teams within the Community & Open Spaces service to ensure adherence to all regulatory and statutory compliances. Where gaps are identified, these are reported in an appropriate format to the relevant officer.
* Support colleagues by attending meetings, take minutes (where required) and action any matters arising within agreed timescales.
* Identify opportunities for marketing the work of the COSF service.
* Support the implementation of relevant corporate and service plan targets, projects and policies.
* Behave in a polite and courteous manner at all times, recognising that you represent the Council in a customer facing service.
* Adhere to all Council policies and Comply with the Council’s Health and Safety polices and Safe Working Procedures in all aspects of the role.
* Undertake an apprenticeship in Business Administration and any other training as agreed with the Communities, Open Spaces and Facilities Manager.
* Carry out any other duties relating to the work of an Apprentice in Communities, Open Spaces and Facilities service as may be required by the Head of Service or other members of the Corporate Management Team.

**PURPOSE OF THE JOB**

**Signed…………………………………………………….. Dated………………………..**

**Person Specification: Apprentice – Building Control Administration**

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| Requirements as described in the Employment and Equal Opportunities Policy | Essential for Post | Desirable for Post |
| Experience | Experience of being part of a team. | An appreciation of Council services.Work experience. |
| Qualifications | 5 GCSE passes including English and Mathematics or equivalent. |  |
| Skills | Ability to produce accurate quality controlled work.Demonstrate literacy skills.Ability to work to instructions, and ask appropriate questions when necessary for clarification.Ability to communicate in a concise and understandable manner.The ability to initiate and maintain good working relationships with members of staff from all levels of the organisation.Ability to create and use word processing documents and e-mail. | Learns continuously and uses learning to improve performance.Experience of using Microsoft Word, Excel and Outlook. |
| Special Knowledge | Office ICT applications. | Understanding of confidentiality and data protection.Basic understanding of the one or more areas within the Communities, Open Spaces and Facilities Service.Current computer systems. |
| Disposition and Attitude | Self-motivated and positive attitude.Commitment to learn, and desire to study to achieve appropriate qualifications.Hardworking and enthusiastic approach.A flexible and positive approach to change with a willingness to take on new areas of work.Keen interest in developing role related skills. | Makes things happen, operates with resilience, flexibility and integrity.Willingness to share ideas. |
| Practical/Intellectual | The ability to plan ahead, short to medium term, to meet conflicting demands.The ability to manage own workload. | An awareness of the aims of East Staffordshire Borough Council and the services it provides. |