JOB DESCRIPTION

JOB TITLE: Apprentice Support Services Officer

DEPT/SECTION: Support Services
Customers, Commissioning and Change

RESPONSIBLE TO: Support Services Manager

RESPONSIBLE FOR: None

MAIN PURPOSE OF POST:

To provide administrative, financial, clerical and HR support across the Council’s services.

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

To carry out a wide range of administrative tasks for the Support Services team including:-

• To provide reception duties within the Customer Service Centre dealing with enquiries.

• To deal with incoming and outgoing post on a daily basis.

• To carry out general clerical duties such as recording information in index systems, filing and photocopying.

• Answer telephone enquiries in a busy office environment.

• Support the team to process purchase orders, advice notes, delivery notes and invoices.

• Support the team to process timesheets, overtime and other pay documents.

• To support in maintaining sickness absence records

• Provide an excellent customer service provision with respect to Electoral Registration enquiries and the issuing of Gold Cards. This could be face to face communication or over the telephone.
The following requirements are expected of every employee:-

- To participate in the Councils Quality Initiatives
- To use the Council’s computer systems in respect of the duties of the post and to have particular regard to the data protection act
- To be aware of, and implement, the procedures relating to Health and Safety
- To attend in-service training as required
- To be aware of and implement the council’s Equal Opportunities Policy.

19. **Any other duties which are similar to level of responsibility and grade of the post.**

**SPECIAL FEATURES OF POST:**

You may be required to carry out these duties at your present workplace or at another Council site.
PERSON SPECIFICATION

JOB TITLE: Apprentice Support Services Officer

SKILLS/KNOWLEDGE/ABILITIES

ESSENTIAL

- Ability to work on own initiative and as a member of a team.
- Ability to communicate sensitively and effectively.
- Ability to deal with customers.
- Ability to work under pressure and meet deadlines.
- Knowledge of computerised systems.
- To pay careful attention to detail and record information accurately.
- To be flexible and versatile in dealing with a wide range of issues.
- To possess good organisational skills and abilities.
- To have a good standard of numeric skills for processing of timesheets/payroll documents.

EXPERIENCE

ESSENTIAL

- Good level of ICT knowledge and experience

DESIRABLE

- Use of databases, spreadsheets, word processing and other software applications.

QUALIFICATIONS/TRAINING

ESSENTIAL

- GCSE qualifications.
- NVQ or equivalent: