

## **Job Description**

**Job Title: Business Administration Apprentice ( Level 3)**

**Reports to: Service Manager (Hackney)**

**Location: Hackney**

### **Purpose :**

To provide administrative support for four days per week to Prospects delivery team in Hackney supporting data management of 16-18 year olds living in Hackney and providing administrative support at events, activities and projects designed to engage young people in education, employment or training.

### **Main Duties and Responsibilities**

1. Inputting and updating records and generating reports on a client database or Excel spreadsheet.
2. General administration and associated duties i.e. scanning, photocopying and filing linked to specific projects
3. Weekly and/or monthly updating of key Excel documents e.g. monthly progressions sheet, NEET list to be shared with the team.
4. Telephoning young people or their parents/carers to find out the progress they are making with finding a college course, apprenticeship or job.
5. Community Calling – accompanying a colleague and meeting young people and their parents/carers face to face to find out the progress they have made since leaving statutory education.
6. Supporting events including careers fairs, family and young people events to enable young people to find out more about jobs, apprenticeships and courses in their area.
7. Researching job and course information suitable for young people to include liaison with other organisations such as colleges.
8. To produce weekly part-time/ full-time job vacancies bulletin for distribution to key partner organisations.
9. Use of digital technology/ social media to enhance services for young people.
10. To carry out other reasonable duties as required.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title:</b></p> <p align="center">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• GCSE maths and English (Level 4+) preferred but not essential.</li> <li>• If you don't have L4 or above Functional Skills will be integrated into your apprenticeship.</li> </ul>
<p><b>Experience of (all [E] unless indicated)</b></p> <ul style="list-style-type: none"> <li>• Working in an office environment preferred but not essential</li> <li>• Working as part of a team preferred but not essential</li> <li>• Liaising with customers/public by phone or face-to-face preferred but not essential.</li> </ul>
<p><b>Skills and Attributes (all [E] unless indicated)</b></p> <ul style="list-style-type: none"> <li>• Must be willing and able to undertake study to NVQ 3 level</li> <li>• Must have good communication and organisational skills</li> <li>• Must have good timekeeping skills</li> <li>• Must be willing or have experience of working with the public and have an interest in working with young people</li> <li>• Able to work to deadlines in a busy environment and be flexible and adaptable</li> <li>• Research skills</li> <li>• Ability to work to performance targets</li> <li>• Prepared to travel on occasion to other London Boroughs</li> <li>• Work 30 hours a week over a flexible working pattern between 9am– 7pm including occasional weekends as required</li> <li>• Organises work targets and manage conflicting pressures and deadlines</li> <li>• Ability to use ICT (minimum requirement is an ability to use word and powerpoint and able to follow instructions for the inputting and retrieval of information from a database)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)</li> <li>• This post requires a Disclosure and Barring Service Check at an enhanced level (E)</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)</li> </ul>