

Level 3 School Relationships Apprenticeship Job Description

Role Purpose

This is an entry level role aimed at bringing new talent into the organisation and offering a development opportunity to someone in our community.

The focus of this apprenticeship will be on:

- Supporting the work of the council by contributing to the delivery of services and projects allocated and supported by a supervising manager
- Learning the knowledge, skills and behaviours required of the role
- Completing a programme of study at level 3 which is relevant to the role
- Learning to model Surrey County Council's Values
- Carrying out the role with enthusiasm, integrity and professionalism
- To work within the Children, Families and Learning Directorate under the direction of the School Relationships and Support Service Manager. This role primarily delivers and is responsible for supporting the teams within the School Relationships Service.
- To work with team colleagues to provide information and administrative support to meet the needs of the School Support Team, Surrey Education Services, Free School Meal Checking Service and Surrey Online School, the council and partnerships.
- To provide accessible advice and guidance; where required, undertake triage to enable enquirers to access additional support from the service and wider Council and partnership agencies.
- Develop, utilise, and maintain a range of electronic databases and information sources to support service activity.
- To input and upload service information, data, and resources to Surrey Education Services hub.
- Maintain, process and share where appropriate sensitive information and data in accordance with policies and procedures.
- The role holder will be required to provide support with other projects as identified by the Service Manager.

Work Context

The role requires an agile working mindset and inter-personal skills to work effectively across the service, between agencies and across teams. The role holder should be a competent user of information technology and be able to develop and implement automated processes.

The role holder must be trustworthy, display integrity, respect confidentiality and be willing to work within a context of political sensitivity and commercial activity.

Ability to communicate with stakeholders. A key part of this role will involve internal and external customer interaction.

36 hours per week full time equivalent.

The role will be office and home based and on occasion may be required to travel to school-based locations to support service delivery.

There is an expectation that the role holder will take at least 50% of annual leave during the school holiday periods

Representative Accountabilities

- Undertake a course of studies and develop a broad range of skills within the requirements of the service to achieve a nationally recognised Apprenticeship
- To develop a working knowledge of Surrey County Council's policies and procedures in line with the requirements of the Apprenticeship standard
- Provide high standards of performance to ensure that the service continues to operate efficiently and effectively
- Under supervision work closely with other team members to assist in a range of projects and service developments.
- Through personal example promote the values and behaviours (including equalities) that underpin the Council's organisation strategy.
- Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.

To have regard to and comply with safeguarding policy and procedure as appropriate.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics

- Ability to work towards and achieve a level 3 apprenticeship
- Educated to GCSE level (or equivalent)
- GCSE 9-4/A*-C in Maths (or equivalent) or ability to work towards level 2 maths
- GCSE 9-4/A*-C in English (or equivalent) or ability to work towards level 2 English

Details of specific qualifications and/or experience required for role in line with role outputs

- Interest in supporting positive outcomes for children and families
- Aspiration to work within the education sector
- Able to demonstrate customer service and interest in relationship management
- Interest in information technology solutions

Role summary

Roles at this level typically work as part of a team performing routine duties to support the team. They will usually have little prior knowledge or experience and will be interested in pursuing a career in the organisation but require training. Tasks are generally straightforward within established routines and procedures and under regular or direct supervision, and training is provided for more complex tasks. There is a need to plan and prioritise work and training activities. They are given the opportunity to learn about a range of activities and procedures, developing capabilities through learning on the job and/or formal study.

