

## Level 3 Business Administration 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
- Supporting young people to get their voices heard in emotional wellbeing and mental health services
- Preparing for and supporting participation groups to ensure that they are engaging and run smoothly
- Attending events to help promote the work of the User Voice and Participation team and listen to the views of children and young people
- Supporting the In Our Own Words peer-led youth research project

### Work Context

The User Voice and Participation Team, work with children and young people to ensure they have their voices heard in the services that they access in Surrey. There are a variety of ways we do this, for example through participation groups, digital engagement, recruit crew and surveys.

Participation means taking part in something. In our experience, participation not only helps shape communities and services, but participation also supports children and young people build self-belief and develop important life skills such as independence.

We use children and young people's feedback to get a real understanding of what is and isn't working in Surrey services, including health, social care, and education.

Our team work both from home and in our Surrey offices, with the main office for our team being in Woking. We meet altogether face to face once a week with an expectation to be in the office or out in the community a minimum of twice a week. Similarly, our participation groups can be facilitated both virtually and face to face across Surrey. You must be willing to work from home and in an office environment, as well as travelling for user perspective projects as and when required.

### 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.
- Demonstrate effective communication skills, whether face-to-face, on the telephone, in writing or on digital platforms.
- Take responsibility for initiating and completing tasks, managing priorities and time in order to successfully meet deadlines.
- Build and maintain positive relationships within the team and across the organisation.
- Demonstrate the ability to influence and challenge appropriately.
- Take responsibility for your own work, accepting feedback in a positive way, using initiative and showing resilience.
- 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

We would welcome those with their own lived experience of accessing services e.g. those who are care experienced, have additional needs and/or disabilities, are young carers or have accessed emotional wellbeing and mental health services. This however is not a requirement.

## 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.