

Level 3 Business Administrator 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
- Support the SVS team to plan, advertise and evaluate a wide-ranging programme of high-quality online or in-person training and information events. You will be part of this process from beginning to end, supporting the team with analysing and assessing the impact of the training events offered.
- Managing our training inbox and supporting the delivery of training sessions, including welcoming those attending, housekeeping and facilitating some elements of the training delivery, for example, break out rooms and screen sharing.
- Work with the SVS team to develop communications to be promoted internally to staff in SCC, and to our partners such as schools and other education settings through Surrey Education Services.
- Alongside other team members, you will support with content creation for the SVS website and other material to promote the work of SVS.
- Over time, you will have opportunities to lead and play a key role in supporting with specialised events which will include participation events and activity days for children and young people, team training days and conferencing and more.

Work Context

The Surrey Virtual School (SVS) works with schools, social workers, carers and a range of services to help improve the educational experiences and outcomes of children and young people in the care of Surrey. A 'Virtual School' is a way of bringing together the educational information about children and young people who are cared for by the local authority as if they were a single school – no matter where in the country they may live. You can learn more about SVS by [visiting our website](#).

We work together with schools, carers, social workers and a range of other stakeholders and professionals to improve outcomes in line with our statutory duty and role as educational advocates and corporate parents. We aim to have an aspirational and outstanding Surrey Virtual School to promote and support the education of Surrey's care experienced children and young people.

Our main office base is located in Woking, and your working hours will be 36 hours per week, normally between 9am and 5pm. Your working location will be split between working in the office and working from home, with opportunities to work from hub offices in Weybridge and Reigate.

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

This apprenticeship is ring fenced for Surrey care leavers, reflecting Surrey Virtual Schools commitment towards securing high quality education, employment and training for our care experienced young people. As a Surrey care leaver, you should speak to your Care Leavers' Service personal adviser to find out what support is available to care leavers completing an apprenticeship.

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.