



**MANCHESTER
CITY COUNCIL**

**Manchester City Council
Role Profile**

Human Resources, Organisation Development and Transformation

Business & Administration Apprentice

Role Description:

With training and support assist in undertaking a range of administrative and business support duties to contribute to the goals of the team and support Manchester City Council in delivering its services.

Responsibilities:

Undertake practical training and work under supervision, to become familiar with the duties required to agreed timescales.

Assist with all enquiries, both written and verbal, in a helpful and supportive manner from members of the public, colleagues and outside organisations.

Assist with the collection, distribution and processing of mail.

With training and support, use a variety of software packages and systems when dealing with customers enquiries.

Update, maintain and produce information from administrative systems (manual and electronic) to ensure delivery of a high level of service.

Work jointly with colleagues and other teams to contribute to the delivery of customer service throughout Manchester City Council.

Supporting with the maintenance and monitoring of office equipment and supplies.

Commitment to continuous personal development and improving services across Manchester City Council.

Support the team in promoting equal opportunities in the work place and delivering services which are accessible and appropriate to the diverse needs of the customer.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Business Support Apprentices – Behaviours and Skills

Behaviours: General

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Skills and Abilities upon Appointment

- **Communication skills:** Demonstrates an understanding of the views of others. Communicates clearly by using appropriate language. Listens carefully to views and issues of others.
- **Planning and Organising:** Provides work on time and to required standard to meet deadlines.
- **Problem Solving and Decision Making:** Ability to interpret rules and guidelines and know when something needs to be referred to supervisor.
- **Administrative:** Good level of literacy and numeracy skills to undertake calculations, produce letters and other documentation.
- **ICT Skills:** Have some familiarity with information technology, including Excel and Word packages.

Further requirements

- Consent to and apply for an enhanced disclosure check (according to role)
- Requirement to undertake Business Administration Apprenticeship qualification
- Ability to work flexibly in order to meet the needs of the service.