

Apprenticeship Description

Date	January 2025
Apprenticeship Title	Business and administrator Apprenticeship
Apprenticeship Level	Level 3
Expected Duration	Typically 18 months. <i>(Duration will be confirmed with successful applicant following pre-employment checks)</i>

Support and benefits

What can we offer you!

- Excellent training and development tailored to your needs
- Personalised support from managers, mentors and training providers
- The opportunity to work alongside skilled and experienced staff gaining valuable work experience and transferable skills
- Support with career planning
- Flexible working opportunities
- Opportunity to join the Local Government Pension Scheme
- Various perks and discounts schemes, including money off your phone contract and local gyms

A description of the service area

As a Business and administrator Apprentice, you will be expected to support and engage with different parts of the organisation and interact with internal or external customers of Westmorland and Furness Council. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

Your key responsibilities

Examples of the type of duties you may be required to perform are as follows:

- Answering the phone and taking messages, from council staff and the public
- Arranging and booking meetings, meeting rooms, pool and hire cars
- Monitoring and placing orders for office materials and travel
- Document production – typing and recording reports, minutes of meetings, letters and forms
- Managing information and data, including maintaining the security and confidentiality of records and documents
- Photocopying, scanning of documents, Filing and Shredding
- Receiving and sending daily post
- Using Westmorland and Furness procurement Systems
- Providing support with the organisation of training courses including liaising with venues regarding bookings and availability
- Maintaining electronic information systems

Essential Criteria - Qualifications, skills and behaviours									
We welcome applications from self-motivated individuals who are keen to join our team and develop the desired knowledge, skills and behaviours required of this apprenticeship.									
Qualifications required:	<p>In your application form you must clearly demonstrate you meet the following qualification entry requirements:</p> <p>A Minimum of 5 x GCSE at Grade C / 4 or above (or equivalent) including Maths and English Language</p>								
Desired Skills <i>(Question 2 at the end of the application form)</i>	<p>In your application form you must clearly demonstrate you either have, or are prepared to develop, the following skills. Please provide examples where possible.</p> <table border="0"> <tr> <td>✓ Communication</td><td>✓ Listening and observation</td></tr> <tr> <td>✓ Customer services</td><td>✓ Organisation and planning</td></tr> <tr> <td>✓ IT competency (Microsoft Office)</td><td>✓ Time management</td></tr> </table>	✓ Communication	✓ Listening and observation	✓ Customer services	✓ Organisation and planning	✓ IT competency (Microsoft Office)	✓ Time management		
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Behaviours <i>(Question 2 at the end of the application form)</i>	<p>In your application form you must clearly demonstrate you either have, or are prepared to develop, the following behaviours. Please provide examples where possible.</p> <table border="0"> <tr> <td>✓ Ambitious (self and others)</td><td>✓ Needs led</td></tr> <tr> <td>✓ Collaborative</td><td>✓ Outcome focused</td></tr> <tr> <td>✓ Ecologically aware</td><td>✓ Responsible</td></tr> <tr> <td>✓ Inclusive</td><td></td></tr> </table>	✓ Ambitious (self and others)	✓ Needs led	✓ Collaborative	✓ Outcome focused	✓ Ecologically aware	✓ Responsible	✓ Inclusive	
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Training provided									
<p>Westmorland and Furness Council works with a range of high-quality training providers, who deliver qualification and training courses for apprentices employed by the council.</p> <p>These training providers will undertake the initial aptitude assessments, eligibility checks, support with the recruitment process, deliver the qualification training (and ongoing assessments) and work closely with council staff to support apprentices to successfully complete their apprenticeship and move on to further training or employment.</p>									
Disclosure and Barring Service – DBS Checks									
<ul style="list-style-type: none"> This post does not require a DBS check. 									
Potential career pathways upon completion of this apprenticeship									
<p>The skills you learn and the qualifications you gain through this apprenticeship are transferable and will support your future career aspirations. Whilst there is no guarantee a position would become available at the end of your apprenticeship, many of our apprentice's progress onto either a higher-level apprenticeship or employment and embark on an exciting career with Westmorland and Furness council.</p> <p>If you would like to know more about where a career in the Council can take you, please visit www.westmorlandandfurness.gov.uk</p> <p>For information on the apprenticeship requirements please visit https://www.instituteforapprenticeships.org/apprenticeship-standards</p> <p>For a greater understanding of the role of a Business Administrator in general please visit https://nationalcareers.service.gov.uk/job-profiles/admin-assistant A business administrator career can allow you to enter a senior level position over time as well as allow you to progress to Executive Assistant roles within Westmorland and Furness Council. With the wide range of exposure this apprenticeship will give you, from this role you may look at other areas within the council to further develop your skills such as Human Resources or the Apprenticeship Team.</p>									
Other Factors									
<ul style="list-style-type: none"> You must be able to travel to and from the work location specified each day. A maximum of up to £15.00 per week will be paid to support your home to work travel. Westmorland and Furness Council works in partnership with other organisations throughout the county to maximise the opportunities that are available to its apprentices. 									

