



Job Description

Job title:	Business Support Apprentice
Service:	Cumbria's: 0-19 Child and Family Support Service
Grade:	Apprentice
Hours:	Full Time (37 hours per week)
Locations:	Carlisle
Responsible to:	Data Information and Finance Officer

Summary of job:

The post holder will share and embrace Cumbria's vision of 'a great place to grow up and for children and young people to have the opportunity to become everything they want to be', by;

- Providing administrative & business support across the service.
- Undertaking assigned administration and data collection tasks

Qualification:

You will study for the Level 3 Business Administration apprenticeship while you work for us through our apprenticeship provider of choice: System People. They are based in Carlisle and offer you a blended learning experience which include virtual Zoom lesson delivery one day a month, quarterly face to face workshops and online interactive learning via their bespoke innovative platform OLLIE. You will have access to 1-2-1 tutor support as well as a workplace mentor. 20% of your working week will be spent on training and development.

Principal Accountabilities:

1. Set up, maintain computerised and manual systems, and produce report as required.
2. Attend regular monitoring meetings and populate service user feedback forms.
3. Carry out administrative tasks such as e-mail communications, order stationary, carry out photocopying and process incoming and out going mail.
4. Word process reports, correspondence and other information and complete filing as required. Record and write up minutes of meetings as required.
5. Provide an efficient and welcoming first point of contact for the service.
6. Some finance administration responsibility.

7. Offer administration support for groups.
8. Provide support to group work activities that are taking place in the hub.
9. Promote a positive image of Family Action, assisting the team in developing promotional materials and supporting awareness of the organisation and its services across Allerdale, Barrow, Carlisle and Copeland areas of Cumbria through publicity events as required.
10. Liaise with trades people and persons responsible for the maintenance of resources, equipment and safety of the buildings the Integrated Family Support Services staff work within - in consultation with the service manager.
11. Ensure that the office environment complies with and maintains a high level of Health and Safety standards in accordance with the standards as applies to legislation.
12. Adhere to Family Actions confidentiality policy and ensure that confidentiality is maintained at all times
13. Ensure you have an understanding (appropriate to your role), of and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. Participate in supervision arrangements and team meetings as negotiated and agreed with the service manager.
15. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
16. Work flexibly as may be required by the needs of the service and to undertake any other reasonable duties as required.
17. Work flexibly within the North Team, where necessary, appropriate and feasible
18. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being **people** focused
 - Reflecting a '**can do**' approach
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our service

Person Specification: Business Support Apprentice

Education, Qualifications and Background	
1.	5X GCSE's Grade A-C including Maths and English
2.	Data inputting and typing (30 WPM)
3.	Applicants must be aged 18 years or over
Abilities and Skills	
4.	Good word processing and computer skills and some experience of Microsoft Office, Word, Excel, Outlook, PowerPoint and various databases
5.	Good command of English grammar and spelling and the ability to take and write up minutes of meetings.
6.	An excellent understanding of the needs of confidentiality of information regarding all aspects of the Post
7.	Demonstrable ability to organize and prioritize work to carry out routine daily tests. Ability to work independently, using own initiative and as part of a complex and diverse team.
8.	Ability to manage health and safety systems within an office environment and ensure that policies and procedures are adhered to.
9.	To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services
10.	The ability to communicate clearly and professionally through a variety of mediums with parents/carers, children, staff and professionals and excellent verbal, listening and presentation skills]
11.	Willing to work flexibly and outside core hours, including early morning, late evenings and occasional weekends.
12.	Some experience of working within an office setting would be of benefit, including the ability to organise and prioritise work and to carry out routine tasks accurately and in a timely manner.
13.	Proven experience of using Word for Windows, Excel and Access databases, internet, power point, publisher, photo shop and Email