

## BATH & NORTH EAST SOMERSET COUNCIL - JOB DESCRIPTION

### SERVICE AREA:

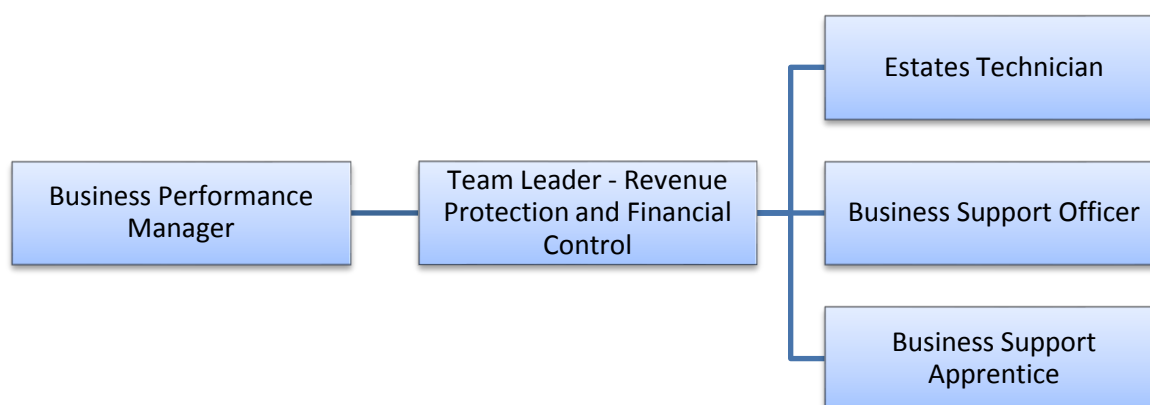
**POST TITLE:** Business Support Apprentice

**POST NO:** 20816

**GRADE:** Apprentice  
Intermediate Level 2

**RESPONSIBLE TO:** Team Leader – Revenue Protection and Financial Control

**REPORTING TO THIS POST:** None



## 1. PURPOSE OF JOB

- The role of the Revenue Protection and Financial Control Team is to support the business operations across Economy and Growth (Estates; Construction, Maintenance and FM; Housing; Heritage and Economy and Enterprise). There is a strong financial element to the work undertaken by this team.
- This apprenticeship will provide the opportunity to gain experience in financial processing and systems, as well as general business and administration. This will primarily consist of supervised work with financial transactions such as order raising, invoice payment and liaising with contractors via phone or email.
- This post is an apprenticeship position and as such the successful candidate will be expected to undertake a Business and Administration qualification and to submit all coursework on time. Training will take place in the workplace with site visits from a Bath College assessor.

## 2. PRINCIPAL ACCOUNTABILITIES

### Service Delivery

Under the supervision of the Team Leader -Revenue Protection and Financial Control, this post will be expected to support the Revenue Protection and Financial Control Team in undertaking the following tasks:

- Mentored by the Business Support Officer and under the supervision of the Team Leader, the postholder will mainly deal with the processing of financial transactions. This will include the raising of orders, paying of invoices and liaising with contractors by email and telephone

- Mentored by the Business Support Officer and under the supervision of the Team Leader, the postholder will ensure that invoices are processed and paid within the Council's guidelines.
- Provide general day to day administration support for the Revenue Protection and Financial Control Team. This will include answering the phone, taking messages, checking the Property Invoices mail box and basic system administration tasks.
- Where required, under the guidance of the Estates Technician, assist with the service of section 20 Notices related to maintenance of residential properties
- Where required, under the guidance of the Estates Technician, assist with the commissioning schedules of dilapidations and management of claims
- Where required, under the guidance of the Team Leader, assist with the commissioning insurance arrangements including valuations, claims and contracts

### **Management**

This post will report to the Team Leader – Revenue Protection and Financial Control. All members of the Revenue Protection and Financial Control team will act as mentors to this post in their key areas.

### **Working in a team**

This is an apprentice role and is part of the Revenue Protection and Financial Control Team within the Business Performance Group. The team specifically deals with debt recovery, expenditure and financial control.

### **Service Development and/or Delivery**

Work with others in the Revenue Protection and Financial Control Team, and the Business Performance Group to share information and ideas, and promote a consistent, organisation-wide approach to policy and practice.

### **Other**

- Under guidance from the appropriate mentor, adopt a proactive approach to developing and maintaining excellent relationships and communication channels with a wide range of contacts including managers, external clients and suppliers, staff and employee representatives.
- Under guidance from the appropriate mentor, participate in internal and external meetings as required.
- Under guidance from the appropriate mentor, participate in project activity and pieces of work as part of the Revenue Protection and Financial Control team, aiming to achieve outcomes within required timescales
- Ensure conformance to equal opportunity and data protection policies

## **3. DIMENSIONS**

- The Business Support Apprentice will work within a designated service portfolio with a high degree of diversity with variable workforce compositions, business needs and priorities.
- Workforce size within the portfolio is approximately 16 staff, excluding casuals.
- Flexible working arrangements mean that post holders may also work in other areas of Economy & Growth as required.

#### **4. PHYSICAL EFFORT AND WORKING ENVIRONMENT**

This is a desk based post situated primarily in an open plan office in Bath, although there will be the occasional requirement to travel to other office locations within Bath & North East Somerset. Bath & North East Somerset Council operates a flexible working policy which, subject to service requirements, allows homeworking/working from anywhere opportunities.

#### **5. GENERAL**

Undertake such other duties and responsibilities as are specified by the Head of Service and are commensurate with the level of the post.

This job description is not a complete list of duties, but gives a general indication of the range of work undertaken. It will vary over time as demands and priorities change. The team structures within the service operate with a high degree of collaboration and flexibility, individual service portfolios may therefore change over time and post holders are expected to undertake any other duties commensurate with the general level of responsibility of the post.

This is an Intermediate Apprenticeship and will be paid in line with the Council's Apprenticeship pay scales.

<b>6. PERSON SPECIFICATION</b>		
<b>POST TITLE</b>		
<b>QUALIFICATIONS:</b>	<b>Essential</b>	<b>Desirable</b>
Maths GCSE (9 - 4) or equivalent		
English GCSE (9 – 4) or equivalent		
ICT GCSE (9 – 4) or equivalent		
<b>PERSONAL QUALITIES</b>		
Team worker with good personal organisation		
Highly motivated		
Ability to assimilate new information quickly		
Ability to cope with conflicting demands and deadlines		
High level of accuracy		
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Good IT skills including Microsoft Office		
Ability to manipulate data in Excel (training will be provided)		
<b>SKILLS &amp; ABILITIES</b>		
Good keyboard skills		
Attention to detail		
Good standard of literacy and numeracy.		
Ability to follow instructions and organise yourself to complete tasks fully and on time.		
Good verbal communication and listening skills		