

Job Description and Person Specification

Role: Apprentice Business Support Officer



Job Description

Job Title	Apprentice Business Support Officer
Grade	Apprenticeship
Service	Migration Team
Reports to	Project Manager
Location	Floor 7 One Friargate
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To work with service users, colleagues and partners in a range of tasks, such as facilitating events and providing administrative and project support to the Migration Team. You will play a pivotal role in the support of delivery the Migration Team's projects at every stage.

Main Duties & Key Accountabilities

- Participate in organising and facilitating the Migration Team's monthly virtual events with partners and service users.
- Support the Migration team with administrative tasks such as: minute taking, organise events
- Record and input data via our internal database including customer information for events and workshops according to GDPR laws.
- Respond to customer enquiries via email and telephone calls in a timely manner and liaise with Migration team colleagues to solve customer queries.
- Interact with The Migration Team partners such as: Adult Education, Coventry Refugee & Migration Centre and St Francis Employability to develop business relationships and work to achieve high results to getting service users into training or employment.
- Have 1:1 interaction with current and previous service users in re-engaging with our service within the migration Team.
- Assist with taking part in team meetings and raising any new opportunities with Management Team.
- Engage in high quality customer service to meet & greet customers and visitors including employers and assist the team as and when required.
- Assist the Migration Team in facilitating large recruitment events when required, including interacting with employers and service users.
- Develop knowledge of our internal client database and deal with customer registrations under the GDPR laws.
- To record and complete tasks undertaken and agreed by manager.
- Report any issues to management in a safe and concise manner.
- To prepare for and attend supervision with management.
- Complete mandatory training according to Coventry City Council including GDPR, Data Protection and Health & Safety.
- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Coventry Refugee Centre , St Francis Employability, Positive Youth Foundation	Internal Job Shop, Adult Education, Public Health
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	
Knowledge	
An understanding of the Migrant experience and the potential barriers they may face	
Knowledge of IT packages and systems to support word processing, record keeping and presentation of documents	
Health and safety in relation to the office environment	
Data protection and its implications	
Equal opportunities issues in relation to delivering services to the public and in the workplace	
Knowledge and understanding of different cultures and languages would be an advantage but not essential.	
Experience	
Good verbal and written communication skills	
To be able to provide customer service in a frontline environment and via telephone & e-mail	
Good organisation skills and strong attention to detail	
Computer literate and confident with using Microsoft Office (Excel, Word, PowerPoint and Outlook etc)	
Ability to complete tasks and work to deadlines	
Ability to work sensitively with a range of service users with complex and challenging needs.	
Ability to maintain confidential information using GDPR laws.	
Ability to use own initiative & work independently and within a team.	
Qualifications	
Maths and English GCSE 4/C or above (or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship.	
Ability to complete Business Administrator Level 3 Apprenticeship Standard	
Special Requirements	

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Date Created	May 2023	Date Reviewed	May 2023
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