

Job Description and Person Specification

Role: People & Culture Support Apprentice



Job Description

Job Title	People & Culture Support Apprentice
Grade	Apprentice
Service	People and Culture
Reports to	Resourcing Compliance Lead
Location	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 assist the Support Officer in the People & Culture team. This is a unique role and will provide an opportunity to work on a wide variety of projects and activities relating to: Resourcing and Recruitment, Employee Engagement, Apprenticeships, Talent Development, Diversity and Inclusion, and specialist services such as Adult Social Care.

Main Duties & Key Accountabilities

Financial Tasks:

- Learn to use a variety of finance systems and ensure they are monitored and maintained ensuring that audit requirements are adhered to.
- Learn about the management of a departmental credit card, making purchases and ensuring reconciliation duties are completed in line with the Council's policies and procedures.
- Assist the Support Officer to ensure that invoices are checked and authorised in accordance with departmental guidelines and customers are invoiced for service provision.
- Assist the Support Officer with the management of Apprenticeship incentive payments in line with Government Grant regulations.
- Assist with the administration of funding for Functional Skills payments across the Council.

General Administrative Tasks:

- To assist with the commissioning of training provision.
- Communicate with training providers in relation to training content, delivery methods and scheduling.
- Support the management of delivering qualifications and the provision of learning & development.
- Learn to make room booking requests associated with all training across the department.
- Assist with coordinating and monitoring staff training on external platforms and the monitoring of functional mail inboxes.
- Support with the development and maintenance of the online Corporate and Specialist training webpages.

Key relationships

External Customers buying into Recruitment SLA and DBS agreements with Coventry City Council External Training Providers	Internal Wider People & Culture colleagues Wider HR colleagues Other council services and colleagues
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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: None
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Person specification

Job Evaluation Code	
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Knowledge
Knowledge of IT packages and systems: word processing, spreadsheet data entry, and record keeping
Equal opportunities in relation to delivering services to the public and in the workplace

Skills and Abilities
Able to communicate effectively with customers, partners, and stakeholders, sharing information when required.
Able to work accurately, pay attention to detail, and follow procedures.
Digitally literate and able to use Digital technologies such as Word, SharePoint, Office 365, OneNote, Excel
Able to work to deadlines.
Ability to always maintain confidentiality.

Experience
Previous experience of administrative or financial work is desirable but not essential
Previous experience of using and maintaining computer systems

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 Level 3 Business Administrator Apprenticeship

Date Created	24 March 2023	Date Reviewed	
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