

Job Description and Person Specification

Role: Business Administrator Apprentice



Job Description

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| Job Title | Business Administrator Apprentice |
| Grade | Apprentice |
| Service | Repairs & Maintenance |
| Reports to | Facilities Support Manager |
| Location | Friargate/Whitley Depot |
| Job Evaluation Code | Apprentice |



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

- Support the Repairs and Maintenance service to ensure the delivery of a high quality, customer focussed and responsive service
- Using systems including Microsoft packages, CAFM system and following procedure to assist with the delivery of a high-quality buildings maintenance and repair service
- To successfully deliver customer service to the highest standard by telephone, email and face to face

Main Duties & Key Accountabilities

Core Knowledge

- Appointment of work using a CAFM System
- To carry out stores duties to enable a continual supply of materials to operatives
- To take part in small projects
- Ensure communications are maintained in a timely and accurate manner in order to keep customers fully informed of progress
- Assist in maintaining appropriate training records for a multi skilled workforce
- To promote, support and deliver effective communication between all members of the technical support team
- To receive and process invoices for payment of materials and sub-contractor services
- To receive and process material purchase requests
- To provide general administrative support such as printing, mailing, photocopying, monitoring digital post
- To liaise with external suppliers, sub-contractors along with internal and external customers
- To maintain good attendance and time keeping
- Any other duties and responsibilities within the range of the salary grade

Key relationships

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|---|----------------------------------|
| External Clients Residents | Internal Service Areas |
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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

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| Job Evaluation Code | Apprentice |
| Knowledge | |
| Basic digital and ICT Skills | |
| Basic knowledge of the services that are provided by Local Government | |
| Basic knowledge of building maintenance trades | |
| Basic knowledge of Customer Service | |
| | |
| Skills and Abilities | |
| To work well within a team | |
| Communication skills in order to take information from people and give out information on the telephone and face to face | |
| Able to work to deadlines | |
| Ability to work accurately to follow procedures and undertake straightforward arithmetic calculations. | |
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| Experience | |
| Previous evidence of developing transferable skills, through work experience or involvement in an extra-curricular activity would be an advantage but not essential | |
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| 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 | |
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| Special Requirements |
| A willingness to undertake further training. Must not have already completed the Business Administrator Level 3 Apprenticeship Standard |

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| Date Created | March 2023 | Date Reviewed | March 2023 |
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