Job Title: Apprentice Workforce Administrator:

Adult Social Care and Safeguarding Business Support Apprentice Grade 4

GADE xx

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier, and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make
courageous decisions
* Empowering – We empower and support our people by giving
the opportunity to do their jobs well.

About the Service

Adult Social Care and Safeguarding Business Support team deliver high-quality, customer centered and value for money business support to the Adult Learning Disability Team (ALDT) and the wider Adult Social care (ASC) function in the Strategic Centre of Adult Social Care and Safeguarding, contributing to continual quality improvement to ensure effective delivery of Business Support.

This support role will focus on providing administrative support and assistance to the Social Work Learning Academy (SWLA), supporting both partner organisations, Midlands Partnership NHS Foundation Trust (MPFT) and Staffordshire County Council (SCC) to deliver on the One Staffordshire vision supporting the workforce strategy across for the Adult Social Care and Safeguarding workforce.

**The Apprentice Workforce Administrator will:**

1. Provide administrative support to the Social Work Learning Academy Team.
2. Develop an understanding of filing and retention schedules.
3. Produce letters, reports and tables using MS Office Software, e.g. Word. Excel, and PowerPoint.
4. Support the use of secure data management processes, e.g. secure email/file transfer and password protection processes.
5. Ensure that enquiries are dealt with efficiently and effectively via email and telephone.
6. Provide support with day-to-day financial transactions under the supervision of the Workforce Coordinator.
7. Use varied IT facilities including:
	1. Information systems for the input and retrieval of data
	2. Extracting data on request
	3. Intra/Internet facilities
	4. Use of digital equipment
8. Produce accurate records and distribute reports and letters where necessary within agreed time scales/procedures and quality standards.
9. Work under the supervision of the Business Manager, and wider team.
10. Any other duties commensurate with the grading of the post.

**Reporting Relationships**

**Responsible to: Workforce Co-Ordinator**

**Responsible for: NA**



**Person Specification** A = Assessed at application
I = Assessed at Interview

|  |  |  |
| --- | --- | --- |
|   **employer_small** |   **Qualifications/Professional membership** * GCSE Grade C and above in English and Maths or equivalent qualification.
 |   A  |
|  **employer_small**   **employer_small****employer_small** |  **Knowledge and Experience**

|  |  |
| --- | --- |
| * Experience of using Microsoft Office 365
* Ability to work within a team
* Knowledge of good practice in office processes and procedures
 |  |
| **Skills**  |
| * Ability to communicate effectively both orally and in writing with internal & external colleagues, as well as members of the public
* Commitment to excellent customer service and achievement of high-quality services
* Ability to enter data accurately interpret, format information using the software provided.
* Organisational and prioritisation skills
* Demonstrate a commitment to training and development through an apprenticeship programme.
* Demonstrate time management skills
 |  |

 |    A/IA/IA/IA/IA/IA/IA/IA/IA/I |



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Recruitment Admin Team on 01785 278300**

**Shared Services on 01905 947446**