Job Title: Apprentice Business Support Officer

About the Role

As an Apprentice Business Support Officer, you'll gain valuable workplace experience while working towards a Level 3 Business Administrator qualification. The apprenticeship will support you to develop the knowledge, skills and experience relevant to a substantive Grade 5 Business Support Officer role.

You'll have opportunities to apply your apprenticeship learning in the workplace, build evidence of your knowledge and skills, and gradually take on broader responsibilities as your confidence and competence develops. You'll support teams across Staffordshire County Council by providing administrative and customer service support, helping services run smoothly while developing the skills needed for a successful career in business support.

What You'll Be Doing

- Responding to telephone and email enquiries.
- Producing and maintaining documents, spreadsheets and records.
- Supporting meetings and events, including preparing agendas and taking notes.
- Using Microsoft 365 and council systems to manage information.
- Assisting with routine financial and procurement processes.
- Supporting officers with a range of day-to-day administrative tasks.
- Working with colleagues and customers to provide an excellent service.

What You'll Learn

- Business administration and customer service skills.
- How local government services operate.
- Effective communication and teamwork.
- Time management and organisation skills.
- Information management, governance and data protection.
- Financial and administrative processes.

Support and Development You will receive:

- Dedicated workplace support and supervision.
- Regular progress reviews and feedback.
- Protected off-the-job learning time during working hours.
- Support from your training provider and manager throughout the apprenticeship.
- Opportunities to develop towards a substantive Grade 5 Business Support Officer role.

You'll be given time, guidance and appropriate supervision to learn new activities before being expected to undertake them independently.

What We're Looking For

- An interest in administration and customer service.
- Developing communication and organisational skills, with a willingness to improve through the apprenticeship.
- The ability to use Microsoft 365 applications effectively, with an enthusiasm for developing your digital skills and learning new systems.
- Attention to detail and a positive attitude.
- Ability to work as part of a team and provide excellent customer service.
- Commitment to completing the apprenticeship programme.
- Willingness to explore new digital tools and develop confidence in using technology at work.
- A proactive approach to learning, identifying improvements and helping the team work more effectively.
- The confidence to ask questions, seek support and take responsibility for your own learning and development.

About the Team The Business Support & Corporate Operations Team provides professional administrative support across Staffordshire County Council, helping services operate efficiently and ensuring key processes are delivered effectively.

Professional Accountabilities: The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management Follow financial procedures relevant to allocated tasks and use Council resources responsibly. The role has no independent budget accountability.

People Management Work constructively with colleagues and follow relevant Council policies and professional standards. The role has no line management responsibility.

Equalities Carry out work with a commitment to equality, diversity, inclusion and anti-discriminatory practice.

Climate Change Follow energy-conservation and sustainable working practices in line with Council guidance.

Health and Safety Comply with health and safety requirements and raise concerns promptly through the appropriate channels.

Safeguarding Work in accordance with safeguarding requirements and report concerns through the correct channels.

Additional Information

- This post is designated as a casual car user.
- The content of this Job Description and Person Specification will be reviewed regularly and may be updated following appropriate consultation.
- Duties will be allocated at an appropriate level for the apprentice's knowledge, skills and experience, with responsibility increasing as competence develops throughout the apprenticeship.
- Any future appointment to a substantive post will be subject to the Council's normal recruitment arrangements.