



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Business Administrator Apprentice
GRADE:	Apprenticeship Level 3
POST NO:	26712
JOB TIER:	5 (non-management)
DBS CHECK:	No
GROUP:	Chief Executive Office
SERVICE:	Human Resources / Health & Safety

REPORTING STRUCTURE (refer to Appendix 1 for Org Chart)

Reports to:	Health & Safety Manager
Direct Reports:	0
Indirect Reports:	0

ROLE PURPOSE:

To provide support to the Health & Safety Manager in the provision of an effective and efficient Health and Safety service for the London Borough of Hillingdon (LBH).

Delivery of technical and core administrative support to the Health and Safety team, meeting performance targets and embedding a culture of "Putting our residents first" where continuous service improvement is maintained.

A. Job Description

1. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

2. Customer Management / Care

- Demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council's vision of 'putting our residents first'.
- Respond to customer queries and escalate issues and messages to the Health and Safety Advisors or the Health & Safety Manager.
- Commitment to the highest level of service delivery.
- Learn from best practice and lead by example in the development of a customer focused team empowered to continually improve levels of service delivery through innovative and creative approaches to service improvement.

3. Operational Service Delivery

- Champion the Council's health and safety system Assure and assist in its development and usage.
- Deliver administrative support across the team, reacting to peaks and troughs of work as required.
- To work as part of a team responsible for meeting deadlines and committed to delivering high standards of customer care.
- Ability to learn administrative tasks in a short space of time to meet changing service requirements.
- Assist with any financial queries, including invoices and payments.
- Develop an understanding and ensure compliance with Financial Regulations with respect to budget commitments and payments.

4. Service Planning & Development

- Develop knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Undertake ongoing training to develop skills and knowledge to deliver services effectively.
- Ensure services are delivered within any set Service Level Agreements (SLAs) which cover all aspects of service delivery with performance and response levels,

and escalating SLAs are that are likely not to be met to the Health & Safety Manager.

5. Financial & Resource Management

- Demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Support the delivery of continuous monitoring of team and individual performance and own productivity against set standards and targets.
- Support the health and safety team in the delivery of improvement initiatives and change programmes.
- Ensure quality of output is maintained and issues are resolved effectively with the health and safety advisers.
- Sustain the understanding of operational services to ensure effective delivery of tasks.
- To be responsible for own personal development, and to take part in training as and when identified or requested.

7. Contacts

- Internal: All levels of staff, up to and including the Health & Safety Manager, Corporate IT, HR, Facilities Management, L&D and as required Councillors, the Chief Executive and Corporate Directors.
- External: Members of the public, local authorities, private organisations, schools and colleges, community groups, representatives of London-wide and regional bodies, contractors, other public bodies, and suppliers.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Ensuring that there is sufficient health and safety cover in the office between 9am and 5pm on Council working days.

9. Key Performance Indicators

- Delivery of agreed targets within PADA.

- Delivery against any agreed service levels.
- Delivery against performance, productivity and quality targets.

B. Person Specification

Business Administrator Apprentice

This person specification will be used for recruitment to the **Business Administrator Apprentice** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Minimum 3 GCSE level (Grade 4-9) including Maths and English, or equivalent.	✓	
Willingness to study towards a relevant professional qualification.	✓	
An equivalent or higher qualification in the same professional area (Business Administration) cannot be held.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Prepared to work flexibly to meet the needs of the service, including with other teams and other geographical locations, as and when required.	✓	
Maintain confidentiality at all times.	✓	
Interest in developing a career in the field of Business Administration/health and safety.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of prioritising of work effectively and accurately.	✓	
Experience of developing and maintaining good working relationships.		✓
Experience of dealing sensitively with members of the public.		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Excellent ICT skills including Word, Excel and Google.	✓	
5. COMPETENCIES	ESSENTIAL ✓	DESIRABLE ✓
“Can do” positive attitude	✓	

<p>Committed to delivering the goals and priorities of the team and Service.</p> <p>Seeks to improve the Council's service delivery.</p> <p>Optimistic and not easily discouraged.</p> <p>Positive about change and does not act as a barrier.</p> <p>Presents options for improvements.</p> <p>Celebrates the team's success.</p>		
<p>Takes responsibility and delivers results</p> <p>Seeks to achieve and exceed targets, at, team and personal level.</p> <p>Ensures work is delivered on time and is of a good quality.</p> <p>Sets a positive example in the way they perform their role.</p> <p>Plans, prioritises and organises workload to meet deadlines.</p>	✓	
<p>Team working</p> <p>Builds effective relationships within and between teams, as appropriate.</p> <p>Shares ideas, knowledge & good practice with others.</p> <p>Works collaboratively with all colleagues and other agencies (where appropriate) to deliver improved services to service users and residents.</p> <p>Is supportive of others and appreciates their work.</p> <p>Capable of putting the Council's interest first.</p> <p>Is aware of the role members', partners' and stakeholders'.</p>	✓	
<p>Communication</p> <p>Easily expresses self and ideas.</p> <p>Has the knowledge of and the ability to use technology.</p> <p>Listens, questions and clarifies to ensure full understanding.</p> <p>Adapts style to suit the needs of the audience.</p>	✓	
<p>Customer Care</p> <p>Raising service user and residents' satisfaction is understood and is a commitment.</p> <p>Acts as an ambassador for LB Hillingdon communicating consistent positive and realistic messages about the Council.</p> <p>Engages with the Council's users, strives to understand and meet their needs and preferences.</p> <p>Takes feedback and ensures services adjust and respond.</p> <p>Adheres to and delivers on the customer care promise.</p> <p>Welcoming everyone who contacts us.</p> <p>Being helpful, polite and courteous.</p> <p>Respecting each and every customer.</p>	✓	

<p>Taking time to listen and understand, demonstrating empathy.</p> <p>Giving clear information about service standards and timescales.</p> <p>Taking ownership and working together as one Council.</p>		
<p>Takes ownership of personal development</p> <p>Positively contributes to the PADA process.</p> <p>Proactively engages in learning and development.</p> <p>Reviews own performance and assesses own potential to develop.</p> <p>Self -aware, admits mistakes and aims to learn from them.</p> <p>Gives and seeks to receive constructive feedback.</p> <p>Shares learning and expertise.</p>	<p>✓</p>	

Appendix 1 - Organisation Chart

