## Job Role Profile

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|  | **Job Title:** | Development Administration Apprentice |
|  | **Department:** | Development |
|  | **Direct Supervisor:** | Programme Manager (Development) |
|  | **Location:** | Working from Home/Craven Arms |
| **1** | Job Purpose: * To develop the skills associated with providing administrative services to the Development team.
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| **2** | Dimensions: * To support the Development Team through the development of effective communication and comprehensive administration skills
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| **3** | Principal Accountabilities:* Commitment to your own learning and completion of the apprenticeship within the required timescale.
* Undertake general administrative duties as required by the Development team
* Engage with the Development team and other colleagues and respond to queries to provide appropriate information, advice and assistance.
* Take ownership for each interaction to ensure that tasks and queries are handled professionally and in a timely manner.
* Aim to resolve queries directly or in liaison with others.
* Access, update and accurately record information on IT systems.
* Work as part of a team to achieve key performance measures.
* Take ownership for individual performance. Regularly review with Line Manager, and where appropriate, identify training needs and areas for improvement.
* Actively seek and use feedback to identify ways to improve learning and performance.
* Always maintain a high level of confidentiality.
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| **4** | Key Performance Measures:* Colleague satisfaction.
* Successful completion of relevant qualification
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| **5** | Knowledge, Skills & Experience:* An interest and willingness to work within an admin and colleague supporting role.
* Good communication skills, both verbal and written and the ability to communicate effectively with colleagues and our customers.
* Ability to use a range of ICT systems.
* Demonstrates trust and respect in dealings with all colleagues and customers.
* Confident with an ability to stay calm under pressure.
* Approachable with the ability to work as an individual and as part of a team.
* Ability to organise workload and use initiative.
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| **6** | Qualifications:* Good standard of general education
* GCSE grade A-C/4-9 or similar in English and Maths
* Strong keyboard/general IT skills
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| **7** | Key Relationships:* Development Team & other Connexus Colleagues
* External colleagues and Connexus customers
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| **8** | Organisation Chart:Reporting to: Programme Manager (Development)Direct reports: None |
| **9** | **Standard Requirements Applicable to all Roles:**1. All individuals are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility.
2. All individuals are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities.
3. All individuals are expected to carry out their duties and responsibilities having regard to the company’s commitment to providing a customer focused service.
4. Act as an ambassador for the Group at all times during the course of your duties.
5. Ensure compliance with requirements under the GDPR Regulations 2018 and follow the 6. Group’s GDPR policy and procedures relating to confidentiality.
6. To promote equality and diversity and to treat everyone with fairness and dignity, whilst being committed to the principles of Equality and Diversity.
7. To recognise health and safety as a responsibility of every individual, to take reasonable care of oneself and others in the workplace and comply with policies, relevant legislation and any service specific procedures that may apply to the role.
8. Ensure practice is firmly rooted within the Children and Adults Safeguarding framework. As an organisation we take an assertive approach to ensuring the safety and well-being of all children and adults with care and support needs and colleagues will need to demonstrate an understanding and commitment to best safeguarding practice.
9. To ensure all data processed within our systems is collected, updated and stored in line with procedures and any legal requirements.  Regular reviews of data quality to be provided to the line manager. The Data Quality Policy will provide further detail on requirements and responsibilities.
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