

# Job description

## Business Administration Apprentice

- Grade: London Living Wage
- Reports to: Data & Fidelity Officer
- Direct reports: None
- Your team: Specialist Employment Team
- Service area: Inclusive Economy
- Directorate: Community Wealth Building

### Special requirements of the post

Specialist Employment Team Workstyle: Roaming (Medium presence, two days a week)

- Colleagues whose activities are a mix of remotely and periodic onsite work and/or meetings with third parties and businesses, going on site visits, and occasional resident engagement.

**Apprenticeships:** It is acknowledged that apprentices may need additional support as they progress in their professional development. As such, a higher frequency of office presence is recommended. This arrangement will be agreed with the line manager and reviewed periodically.

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This post requires you to obtain a Standard DBS check

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Islington Apprenticeship criteria: All candidates must meet the following eligibility criteria:

- Islington resident or
  - Islington care leaver or
  - Islington school leaver in the last 12 months
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# Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

## Apprenticeship Programme

- Islington Council offers a wide range of high-quality apprenticeships. Alongside your job, you will complete a nationally recognised apprenticeship training course. On the job you will gain experience and skills required for your apprenticeship discipline. You will join the Specialist Employment Service to provide essential business administration and job seeker triage support and deliver excellent services to meet the needs of residents:

## Key responsibilities

- Undertake a development programme leading to a [Level 3 Business Administrator qualification](#).
- Use the dedicated time given to complete studies and coursework.
- Actively participate in your own development. This includes carrying out duties of your role and completing coursework within agreed deadlines.
- With supervision to develop skills and experience in:
  - **IT** - Use relevant IT and database systems including Excel to process, scan and index documents, as well as log and present data. Able to follow financial procedures such as processing invoices.
  - **Record and Document Production** - Produce professional documents such as emails, letters and reports. Handle confidential information in compliance with the organisation's procedures.
  - **Decision making** - Make effective decisions based on sound reasoning, able to deal with challenges and seek advice when appropriate.
  - **Interpersonal skills** - Build positive relationships within own team and across the organisation. Able to influence and challenge appropriately.
  - **Communications** - Demonstrate good communication using the most appropriate channels to communicate effectively e.g. in person, phone or email.
  - **Quality** - Complete tasks to a high standard. Demonstrate the expertise required to complete tasks and continuously improve.
  - **Planning and organisation** - Take responsibility for initiating and completing tasks, managing priorities and time to meet deadlines. Organise meetings and events, takes minutes during meetings and creates action logs as appropriate.
  - **Project management** - Uses project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects.
- Update Islington's website as necessary and monitor feedback from our residents to make sure we are best serving our community
- Constructively take part in meetings, supervision, seminars, and other events designed to improve communication.

- Use information technology systems to carry out duties in the most efficient and effective manner.
- Develop a clear understanding of any relevant regulations and framework required to successfully carry out related tasks within the team
- Achieve personal performance targets, as agreed by your line manager.
- Carry out duties and responsibilities in accordance with the Council's customer care standards.
- Be committed to the Council's ambitions and CARE values (see above).
- Undertake other duties compatible with your learning and development as required.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Interest and motivation to work and obtain <a href="#">L3 Business Administrator qualification</a>	Essential
2	Ability to meet the course entry requirements: <ul style="list-style-type: none"><li>Pass the course suitability assessment including English and Maths</li></ul>	Essential
3	Ability to communicate effectively	Essential
4	Ability to work as part of a team	Essential
5	Ability and willingness to follow instruction and learn new tasks.	Essential
6	IT skills and ability to learn new systems.	Essential
7	Ability to adapt successfully to change.	Essential
8	Excellent time management skills.	Essential
9	Ability to maintain confidentiality.	Essential

Point	Criteria description	Essential/desirable
10	Ability to maintain a high level of professionalism with residents who are seeking specialist employment support.	Essential
11	Ability to work with and analyse data to assess compliance and performance.	Essential

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.