



Ipswich Borough Council
Job Description:

Business Administrator Apprentice – Business Improvement

Main Purpose of Job

The Council provides a wide range of services that support and benefit the residents of Ipswich. We are determined to champion our community and revitalise our town. We want everyone in Ipswich to benefit from a thriving economy and be able to rely on efficient and effective local public services.

As an apprentice you will become an important part of the Council's work. You will, over time, work with a variety of teams to support a diverse range of projects, providing solutions to a range of people and issues.

You will be expected to undertake a range of business administrator related tasks and projects to support the Business Improvement operational area, whilst working towards your Business Administrator Apprenticeship qualification.

Note: The duration of this role is determined by the length of the apprenticeship programme and can typically take between 12-18 months to complete. The exact duration of the contract will be confirmed during the recruitment process.

Main Duties

You will work in a hybrid environment of home and office working using the Council's systems and equipment and will be required to work in line with our organizational procedures and under the required level of supervision appropriate to the role.

You will be committed to doing the work required for your apprenticeship; this includes attending training and working with support to produce evidence of the skills and knowledge you required to successfully complete your apprenticeship.

1. Assist the Business Improvement Team by scheduling meetings, preparing agendas, presentations and materials as well as taking minutes for meetings.
2. Work alongside colleagues in the Business Improvement Team and beyond to gain a broad knowledge of the public sector and more specifically Ipswich

Borough Council, developing an understanding of how each area impacts the customer and its links to the other parts of the organisation.

3. Support the team by assisting with projects, administrative duties and executive support.
4. Help to ensure that work stays on track and targets are achieved on time and to an agreed standard.
5. Collect, organize, manage, analyse and use information to provide the Council with insight.
6. Make effective decisions based on sound reasoning and deal with challenges in a mature way, seeking advice from more experienced team members when appropriate.
7. Use a problem solving and flexible approach and offer solutions.
8. Develop and apply skills in the use of multiple IT packages and systems relevant to the organisation in order to: write emails, create reports, record and analyse data. Examples include MS Office or equivalent packages.
9. Build and maintain positive relationships within their own team and across the organisation.
10. Take responsibility for initiating and completing tasks, managing priorities and time in order to successfully meet deadlines.
11. Apply in time, relevant project management principles and tools to scope, plan, monitor and report on projects and take an active role in supporting projects as and when required.

12. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

Person Specification

Business Administrator Apprentice – Business Improvement

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	5 GCSEs Grade A*- C or Grade 4 to 9 including English and Maths		A/I
Relevant experience	<p>Experience of communicating with people within work, volunteering or school</p> <p>Experience of organising or assisting with team or group activities</p> <p>Experience of taking part in group discussions</p> <p>Experience of producing written information for newsletters, assignments, blogs or projects</p>	Experience of working in a role that deals with customers	A/I
Specialist knowledge	Able to use Microsoft Office packages including Word, Excel, Powerpoint and Outlook systems	An understanding of Local Government and the way the political/economic environment affects the organisation	I
Personal skills	<p>Ability to communicate effectively with a wide range of people, both orally and in writing</p> <p>Ability to organise own workload and meet deadlines</p> <p>Ability to produce presentations using</p>		A/I

	<p>appropriate materials</p> <p>Commitment to completing the Apprenticeship, and take responsibility for their own development</p> <p>Ability to work flexibly as part of a team</p>		
Behaviours	<p>Behave in a professional way including personal presentation, respect for others and punctuality.</p> <p>Self-motivated with a positive attitude</p> <p>Take responsibility for your own work and accept feedback in a positive way.</p>		
Special working conditions	Hybrid working between home and office		Application/Interview

