JOB DESCRIPTION

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| Job Title | Community Services Apprentice | Post Number | CE550 |
| Grade | Apprentice Rate | Service Area | Community Services |
| Special Conditions | Fixed term contract whilst completing Level 3 Business Administration Apprenticeship | Additional Benefits | Flexible working  Casual car user mileage |
| Authorised by | Director of Housing and Communities | Date | June 2024 |

**Job Purpose**

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| The purpose of this role within the Council is: | The post holder will provide business and administrational support across all functions of Community Services, to support the delivery against our three strategic themes; *encouraging active, supporting stronger and ensuring safer communities*, which will in turn contribute to the Council’s corporate plans, priorities and objectives.  The post holder will support the organisation of key meetings, partnership networks, and events. They will arrange payments and invoices for services delivered and received. They will be the first point of contact for residents who contact Community Services via telephone and email. |
| Responsible for demonstrating commitment to working in line with the Councils' values | |
| Responsible for championing and demonstrating the Council’s Leadership Behaviour Framework | |
| The postholder works for: | Community Infrastructure and Development Manager |
| The postholder manages \supervises: | N/A |

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| Key Accountabilities (All accountabilities will be carried out in line with the Council’s policies, procedures and relevant regulations and legislation) | |
| 1 | Support the work of the community services team by providing general administrational duties to ensure efficient and effective service delivery and continuous improvement. Including: - |
| 1.1 | Monitor and respond to enquiries received through the Community Services mailbox |
| 1.2 | Be the first point of contact for customers contacting the service via telephone |
| 1.3 | Assist with the administration of purchase orders, payment requisitions and invoices |
| 1.4 | Support with collating and circulating outwardly facing communication via social media platforms, the council’s website, the Malvern Hills Virtual Wellbeing Hub, e-newsletters and other appropriate communication tools |
| 2 | Support the organisation and administration of local partnerships, collaboratives, network meetings |
| 3 | Assist with the work of the Community Safety and Environmental Protection Team across Malvern and Wychavon as part of the shared service. |
| 4 | Support the delivery of events, activities and initiatives aligned to the Council’s Active Travel priority |
| 5 | Support the performance monitoring of Freedom Leisure who manage the Council’s leisure and community facilities |
| 6 | Support the administration of planning application responses, to enable to Council to secure financial contributions from new housing developments for public open space improvements |

**NOTES:**

1. Duties will inevitably develop and change as the work of the Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Council strategies.
2. Where an applicant or an existing employee is or becomes disabled (as defined by law) and inform the Council fully of their requirements reasonable adjustments will be made to the job description wherever possible.



KEY REQUIREMENTS

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| Qualifications (or knowledge and experience at an equivalent level) | Essential | Desirable |
| GCSE Passes at Grade A\*-C in Maths and English or passes in relevant college entry numeracy/literacy tests | E |  |

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| Knowledge and Experience | Essential | Desirable |
| Experience in administrative procedures and processes | E |  |
| Working as part of a team | E |  |
| Good ICT Skills, particularly in Microsoft Officer 365 applications, email, social media and the internet. | E |  |
| Experience in communicating with a wide range of members of the community |  | D |
| Awareness of the role and the responsibilities of local authorities |  | D |

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| Abilities and Skills Required | Essential | Desirable |
| Effective and confident written and oral communication skills | E |  |
| A high level of self-motivation, personal drive and enthusiasm | E |  |
| Ability to meet deadlines and work under pressure | E |  |
| Ability to work as part of a team | E |  |
| Flexibility and Adaptability | E |  |
| Commitment to working in a customer focused environment | E |  |
| Good Presentation Skills |  | D |
| Ability to work on own initiative with minimum supervision to meet agreed targets and achieve results. |  | D |

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| Behaviours | Essential | Desirable |
| Full commitment to safeguarding, equality and diversity | E |  |
| Willingness to attend additional training as appropriate | E |  |

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.