

## Apprentice Job Description

**Job title:** Business Administrator Apprentice

**Grade:** Apprentice Grade Level 3

**Directorate:** Resident Services

**Responsible to:** Caroline Pitrakou  
And  
Elfrida Boma

**Purpose of the job:** To learn skills in operational business administration, these skills support the Capita Studio delivery projects, data input, reporting, financial and IT system support.

**Qualification:** Business Level 3

**Length of Contract:** 18 months

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### Job Summary:

This is a fantastic opportunity to develop your skills and experience by working as a Lambeth Apprentice. Apprenticeships give you the opportunity and support to develop new work-placed skills in an organisation committed to your professional success.

As a Lambeth Apprentice, you will fully commit to the 20% off-the-job training requirements of the post alongside your normal day-to-day job. The post holder will complete a course of study and/or all learning and development requirements of the role.

A Lambeth Apprentice is expected to engage with the additional opportunities developed specifically for Lambeth Council Apprentices. As a Lambeth Apprentice, you will use the support on offer to maximise the benefits to your professional development.

You will have the opportunity to participate in a supportive environment to develop the behaviours, knowledge and professional skills required of the role and the team. You will commit to your professional development plan, set out at the beginning of your Apprenticeship.

Lambeth Apprentices are expected to take ownership of the tasks & projects set out by their line manager. Apprentices understand the importance of managing both professional and learning responsibilities.

### Department Summary:

The Service Team responsibility is to provide operational financial and data processes with good governance, creating best practice across the Service. This then provides accurate budget management and/or reporting to track delivery of projects within the Capital Studio. The Service Team is split into two areas Financial Reconciliation responsibility and a Programme Management Office support function all roles interdependent on ensuring accurate, quality data. The Service Team also has good IT skills and takes full advantage of all technology to ensure a streamlined and efficient way of working.

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### Main purpose of Post: Duties

1. Assisting the Director of Digital Infrastructure and Capital Delivery with, diary Management, setting up and scheduling appointments, organising the preparation of reports and agendas for meetings, transcribing notes and helping with setting up PowerPoint presentations and any required emails, letters, files, payments, reports and proposals.
  2. Provide administrative support for PMO meetings i.e. setting minutes, collation and sending agenda and documents pre-meeting. Minute taking and including the recording of meeting actions.
  3. To use multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data.
  4. To assist in developing and maintaining an effective SharePoint filing system: regularly reviewing in order to archive/dispose of dated material whilst ensuring that all archived documents are stored appropriately.
  5. Monitor the PPIMS risks and issues register and escalations and follow up actions and monitor and order stationery supplies and open/distribute the post daily.
  6. To assist in the production of accurate monthly reports and documents including sending out email reminders and following up non-compliance.
  7. To work as part of the Service Team providing an excellent level of operational support.
  8. Builds and maintains effective working positive relationships within their own team and across the organisation.
  9. Responsible for ensuring that Council policies, statutes and government legislation are upheld within their work area.
  10. To meet all learning commitments of the apprenticeship as directed by your line manager, the Apprenticeships Manager or the learning/training provider. Assigned qualifications and an end point assessment must be completed. This can include presentations, portfolios, units of assessment and exams.
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### **Skills:**

A Lambeth Apprentice is expected to bring with them the following skills and a willingness to develop them further:

- 1) **Good Communication Skills**- Building good relationships is fundamental to the delivery of services.
  - 2) **Organisational Skills**- The ability to manage your own workload and to work to team and project deadlines.
  - 3) **Teamwork and Cooperation**- The ability to work flexibly in a team and contribute to a supportive work environment.
  - 4) **Adaptability and flexibility**- Apprentices work in fluid, fast-paced & exciting environments. These skills are vital to responding to situations in the workplace.
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## London Borough of Lambeth

### Lambeth Apprenticeship Programme

#### Person Specification Business Administrator Apprentice Level 3

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Criteria	Code	Description	
<b>Knowledge</b>	K1	Good Working Knowledge of Microsoft Word, Excel and Outlook	A ✓
	K2	GCSE Maths and English at A*-C or equivalent to level 2 in functional skills	
<b>Experience</b>	E1	Experience of handling customer enquiries, resolving queries face to face, on the phone and in writing	A ✓
<b>Behaviours</b>	B1	<b>Focuses on People</b> is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place	
	B2	<b>Takes Ownership</b> is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's priorities and furthering our professional development.	A ✓
	B3	<b>Works Collaboratively</b> is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.	A ✓
	B4	<b>Communicates Effectively</b> is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.	
	B5	<b>Focuses on Results</b> is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better	

