

JOB DESCRIPTION

Job Title	Race Equality Hub Support Apprentice/Trainee
Salary Band	SCP 10 - 12
Reporting to	Race Equality Hub Programme Director
Directorate	Investment & Delivery
Service Area	Devolved Programmes
Political Restriction	Not applicable

1. Primary Purpose of the Post

As the Hub Support Apprentice/Trainee, you will provide support across the range of services, which will include administrative support, organising and arranging internal and external events, meetings and other activities, data entry, desk research, as well as fully supporting different team members in such tasks as pulling reports and navigating CRM systems.

The postholder will be expected to play a key role in organising and administering a range of external events.

We are looking for a motivated, enthusiastic and ambitious individual who is seeking to develop their career in local government and wants to make a difference to the lives of Black, Asian and Minority Ethnic Community members in LCR.

The postholder will work closely with other committed, professional and high-performing team members to foster and support an anti-racist and inclusive culture.

2. Key Role Specific Responsibilities

Administration, with support from other colleagues to enable you to:

- Manage and distribute general enquiries to the Hub to relevant team members
- Respond effectively to requests, issues and queries and to follow through where required in a timely and accurate fashion.
- Manage and administer invoices/statements and assist with credit control processes.
- Operate internal CRM systems, enter client details, set up new records and assist in further development and improvement of the system.
- Maintain and develop administrative systems and processes
- Assist with the smooth running of the office functions and outreach venues.
- Co-ordinate diaries for Head of Hub and other team members as appropriate

Communications

- Assist with marketing, to include events, campaigns, website, social media accounts.

3. General Corporate Responsibilities

- Contribute and collaborate effectively with team members to support their work
- To be flexible within the broad remit of the post.
- To take direction from the Hub Programme Director
- Good communication skills
- Adopt a proactive approach to work
- Work within a team as well as on their own initiative
- Personable & friendly
- Proficient in the use of IT, particularly Microsoft systems as well as social media platforms
- Be an ambassador for the organisation and support its work on race equality

4. General Managerial Responsibilities

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

5. Personal development

Identify opportunities to support your own career and professional development through training, coaching and mentoring.

PERSON SPECIFICATION

Service Area: Devolved Programmes

Job Title: Race Equality Hub Support Apprentice/Trainee

Grade: SCP 10-12

Note to Applicants. Essential criteria are marked with *. All other criteria are desirable.

	CRITERIA	METHODS OF ASSESSMENT
Qualifications and Training	<ul style="list-style-type: none"> No formal qualifications are required for this role although good levels of proficiency in written English and in Maths is critical as well as high levels of motivation and enthusiasm. 	A
Experience & Knowledge	<ul style="list-style-type: none"> Lived experience and knowledge of the specific challenges faced by Black, Asian and Minority Ethnic communities. * Understanding of and/or appreciation of the historical and contemporary barriers experienced by Black, Asian and Minority Ethnic communities within the Liverpool City Region. * Understanding of how to work closely and effectively with team members. Understanding of how to get the best out of team members, colleagues, partners and community members. 	<p>P</p> <p>P</p> <p>I</p> <p>I</p>
Skills/Abilities	<ul style="list-style-type: none"> Good organisational and time management skills. Able to demonstrate motivation, commitment and enthusiasm in undertaking their duties. * Good verbal and written communication and interpersonal skills. Ability to be proactive and take the initiative in providing support across the range of Hub services. Ability to deal with sensitive and often confidential matters in a professional manner. 	<p>A</p> <p>A</p> <p>I</p> <p>A</p> <p>I</p>

	CRITERIA	METHODS OF ASSESSMENT
	<ul style="list-style-type: none"> Ability to work both in-person and remotely and use a range of software, most notably Office 365 and associated Microsoft products. 	A
Commitment	<ul style="list-style-type: none"> Work within, support, promote and foster a culture of open, engaging and meaningful engagement between Black, Asian and Minority Ethnic communities and wider partners and stakeholders and the Hub. Working closely alongside the Hub team to implement, improve, promote and embed anti-racist and inclusive principles, policies, processes and practices across all aspects of the organisation. 	P I
Other	<ul style="list-style-type: none"> Willingness to be a champion for race equality and anti-racist and inclusive practice. * 	P

Key to Assessment Methods:

I – Interview, P – Presentation, A – Application, E – Exercise, T – Test, AC – Assessment