## SEFTON METROPOLITAN BOROUGH COUNCIL

**JOB DESCRIPTION**

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| **Division: Operational In-House Services** | **Location** : Hawthorne Road Depot |
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| **Section:** Transport & Vehicle Maintenance |  |
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| **Post:** Administration Apprentice Level 3 |  |
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| **Grade:** National Minimum Wage for Age |  |
| **Responsible to:** Transport Manager | |

# JOB PURPOSE

To gain experience in, and ultimately be able to provide, a full range of office business, administrative and support services to Transport & Vehicle Maintenance, Specialist Transport Unit, School Crossing Service.

# MAIN DUTIES

* Provide general administrative support, e.g. photocopying, filing, emailing, faxing and completing routine forms and responding to routine correspondence.
* Maintain manual and computerised records and/or management information systems, particularly focused on Fleet Management.
* Assist in producing journals/invoices and fleet job cards for charges relating to service areas and customers.
* Take notes at meetings and circulate to attendees, e.g. staff meetings. (if required)
* Sorting and distributing internal and external mail and the distribution of vehicle keys.
* Assisting with Insurance claim handling.
* Provide routine clerical support in relation to the production and distribution of work. Post holder will be trained in the use of all Computer Systems such as Fleet Management database, Agresso, Insurance database, FuelTek etc.
* Answering telephone calls from both internal services and customers.

* Operate office equipment, e.g. photocopier, fax machine etc.
* Communicate with Service leads on a regular basis and provide information/updates when requested.

* Work as part of a team, appreciating and supporting the role of other people in the team.
* Attend and participate in meetings as required.
* Undertake personal development through training and other learning activities, including performance management as required.

**QUALIFICATIONS AND EXPERIENCE**

**Essential**:

# Good Communication Skills with attention to detail

* Experience of Internet and e-mail
* Providing a quality service to customers

**Desirable**:

* ICT qualification
* Driving licence

**SPECIAL CONDITIONS (if applicable)**

None

**GENERAL**:

The post holder will be expected to comply, observe and promote the equal opportunities of the Council.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

**PERSON SPECIFICATION**

Post: Administration Apprentice Level 3 (Advanced)

Department: Transport & Vehicle Maintenance - Operational In-House Services

Division: Transport & Vehicle Maintenance, Specialist Transport Unit, School Crossing Service.

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| ***Personal Attributes Required*** | ***Essential (E) or Desirable (D)*** | ***Method of Assessment*** |
| ***Qualifications/Training***   * Good standard of English and Maths (Level 2/GCSE 4-9 or equivalent)      * ECDL or equivalent * Driving License | E  D  D | AF  AF  AF |
| ***Experience***   * Working in an office environment * Working with MSOFFICE/E-mail * Working with office equipment i.e. photocopier, fax * Work within sales/marketing environment. | D  D  E  D | AF/I  AF  AF/I  AF/I |
| ***Skills/Knowledge/Aptitudes***   * Good attention to detail * Able to complete tasks and meet deadlines * Good communication skills, by telephone, face to face and written * Ability to organise your own workload and use your initiative * Ability to help in other office-related activities when required * Knowledge of filing systems * Ability to take notes/minutes | D  E  E  E  E  D  D | AF  AF  AF/I  AF/I  AF/I  AF/I  AF/I |
| ***Special Requirements***  None |  |  |

***Note***: AF = application form; I = interview