

MALDON DISTRICT
COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Apprentice

(FM18 AA01)

Job Title	Apprentice
Service Area	Resources, Service Delivery and Strategy, Performance and Governance
Grade	Apprentice Level Pay as relevant
Job Reference	FM18 AA01

Reporting to	Responsible for
Line Manager within placement area	None.

Team Purpose
To provide a range of timely, effective support services; ensuring compliance and enabling the organisation to deliver for its customers.

Role Purpose
<p>The postholder will assist the Team in resolving services requests from internal and external customers using the systems, processes and workflows in place.</p> <p>This will require attention to detail, accuracy and customer focus to enable the highest possible standards of support and advice to resolve requests. Cases will cover the full and wide range of business support services.</p>

Key Accountabilities
<p>As part of a team, you will be required to operate as part of a multi-skilled and high performing team dealing with a wide range of enquiries from both internal and external customers.</p> <p>Level 2 Customer service:</p> <p>To provide administrative support to the teams in support of work priorities.</p> <ul style="list-style-type: none"> To assist in ensuring the provision of accurate, professional and timely case management business support to internal and external customers, meeting the council's business needs. Ensure policies, procedures and workflows for dealing with all support services requests are adhered to Assist in ensuring the provision of fit for purpose support services systems and processes Ensure strict confidentiality is maintained and data protection rules followed



- Assist in promoting the knowledge and understanding of case management processes and systems.
- Identify improvements in customer and service provision
- Undertake routine administrative tasks that require understanding of relevant service processes, and an awareness of regulations and legislation
- Ensure liaison with colleagues for case resolution
- Undertake and assist with non-complex cases that require some understanding of relevant service processes and compliance, and an awareness of regulations and legislation.

Level 3 Business and Administration (in addition to the above);

- To contribute and personally work toward the achievement of the Council's 8 Core Values to ensure that residents needs are met
- To respond to any internal requests and complete efficiently in a timely manner
- To learn how process payments that come into the General Office and allocate the funding to the correct account or department
- Distribute essential documents that are vital to customers applications for services from planning to housing benefit
- To use the bespoke IT systems within the Council which hold confidential account information and comply with the relevant Data Protection policy
- To work closely with the team to ensure all tasks are completed to a high quality and support Caseworkers with any requests. Coach and support others to develop and improve the systems within the Council
- Promoting and Supporting Customer Self Service where appropriate
- To communicate to all customers, showing excellent communication and listening skills to gather information in order to make decisions on a case-by-case basis.

Any other duties as reasonably required by the post holder's line manager(s).

The opportunity to complete a Business Administration or Customer Services apprenticeship (or another as identified by the functional manager) will be offered to the successful candidate. Please be aware that you will be expected to fully cooperate and engage with the learning provider to ensure satisfactory completion of work targets as a condition of being offered and remaining in this role.

Key Objectives	
Working with customers	Develop and maintain relationships with both internal and external customers.
Knowledge of services	To understand the services required within the team to efficiently work together.

Specific Tasks	
Team work and working with others	Timely, professional conduct in line with the behaviours framework and which encourages the team to work effectively.



Knowledge, Skills and Experience
Attained qualifications which demonstrate good levels of numeracy and literacy. Experienced in using information technology. Ideally some customer service experience.

Special Requirements	
Emergency Planning	This post will be on occasions required to take part in the council's emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	<p>This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>

Standard Terms
<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and Council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the Council's Health and Safety Policy and Procedures. 3. To support and be committed to the Councils' policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the Councils Equalities and Diversity Policies. 5. To operate within the Councils IT Policies and Data Protection rules and regulations. 6. To operate within the Council's Financial Regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time

Competency Framework



Maldon District Council
Job Description: FM18 AA01

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]: see the Framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the Council has to deal with the results of a civil emergency.

This post is not a politically restricted post.



Maldon District Council
Job Description: FM18 AA01

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

