

Apprentice Business Support Officer

Service	Employment & Skills
Location	Hybrid, working from home and office based
Salary	£10.18 per hour from April 2023
Working week & Hours	37 hours – including college attendance/qualification work
Contract type	Fixed-term Apprenticeship
Reporting to Manager	<i>Nadine Littlewood</i>
Eligibility to apply	<p>Please note you are only eligible to apply for this role if:</p> <ul style="list-style-type: none"> • You have been resident in the UK for at least 3 years (there are some exceptions to this, so applicants will need to be considered on a case-by-case basis as required). • You are not in full time compulsory education and aged 16 or over by the time you start the apprenticeship. • You are able to meet the entry requirements of the qualification and to undertake the studying and coursework required to complete the course.

Apprenticeships with Kirklees Council

If you are looking for hands on experience and learning on the job, then an apprenticeship could be the right route for you. An apprenticeship with Kirklees Council will help you on your journey to grow your career alongside working towards a qualification. As a Business Support Apprentice, you will be required to complete 21-month training programme that will cover all aspects of the role and will be delivered through attendance and blended learning delivered by a registered training provider. We are committed to recruiting a diverse workforce and would welcome applications from underrepresented groups.

Job Purpose

You will work as an Apprentice Business Support Officer. You will be required to complete a 21-month training programme that will cover all aspects of the role and will be delivered through attendance at college or other distance learning methods. You will complete a Business Admin Level 3 Apprenticeship and you will gain a Level 3 Business Admin qualification.

College attendance and successful completion of these studies is an essential requirement of this Apprenticeship and is monitored and reviewed as part of the Apprentice role.

The Employment & Skills Team service has secured funding for a number of projects. These are Employment Support, Multiply, UK Shared Prosperity Fund, Adult Education Budget to name a few. You will work as part of the wider Skills team that has expanded rapidly in the last few months, your role will contribute to an effective and efficient team, helping team member's work to tight deadlines. This is an exciting opportunity to make a difference to the lives of those living and working in the Kirklees area and gain fantastic opportunities to develop your own skill set.

Key areas of Responsibility

Your main duties will be:

- First line answering of telephone calls, emails, respond to enquiries with appropriate signposting
- Responding to expression of interest and calling Kirklees resident to progress their referrals onto programme(s)
- Data inputting, Cleansing & Processing
- Accurate filing of funding documentation
- General administrative duties as required e.g. Meeting admin

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Educated to GCSE standard level 4 in Maths and English	Desirable
Good communication skills, and the ability to work accurately whilst dealing with regular interruptions	Essential
Exceptional customer service skills	Essential
IT skills and familiarity with computer packages e.g. Microsoft Word and Excel.	Essential
Knowledge of Management Information Systems would be advantageous	Desirable
Have a flexible and adaptable approach to working in a team	Essential

How to apply

If you would like to apply for this role, click on the **Apply for this Job** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously.

Should you experience any difficulties using the online application system, please email Council.Apprenticeships@kirklees.gov.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

Privacy Notice - at Kirklees Council we take your privacy seriously and will only use your personal information within Kirklees Council to support your expression of interest. We will hold the information about you securely, and no longer than reasonably necessary.

Further information - If you would like further information about [how-we-use-your-data](#), please see the privacy notice for Kirklees Council.