

Apprenticeship Job title	Apprentice Business Support Officer (Projects)
Service/School	Major Projects Service – Digital Team
Location	Various including working from home
Salary	£8.36 per hour
Working week & Hours	37 hours
Contract type & Duration	Fixed-term Apprenticeship
Reporting to	Carl Tinson (Digital Programme Team Leader)
Vacancy reference (AP No.)	
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. • 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 Council

You will work as an Apprentice Business Support Officer (Projects). You will be required to complete an 18 month's training programme that will cover all aspects of the role and will be delivered through attendance at college or other distance learning methods delivered by the provider is still to be announced. You will complete a level 3 Business Administrator Apprenticeship and you will gain a Level 3 qualification.

College attendance and successful completion of these studies is an essential requirement of this Apprenticeship.

Job Purpose

In Kirklees, we are working with the business community and PARTNERS to create more and better jobs and supporting local PEOPLE to have skills and qualifications to be successful. It is also about creating the conditions where people and businesses can thrive and grow. This is underpinned by having high quality PLACES and connectivity where people want to live and work and the right infrastructure that builds confidence and investment in Kirklees.

The three areas of Partners, People and Places help us decide where best to spend our time and money. It helps us find new and different ways of working.

As an Apprentice Business Support Officer (Projects) you will be part of the MAJOR PROJECTS SERVICE, managed within the DIGITAL PROGRAMME TEAM.

You will provide administrative support to the Digital Team and various project teams across the Major Projects Service as and when required. You will be required to diarise meetings both virtual and face-to-face. You will send out the agenda and papers prior to the meetings and take minutes at the meetings, recording actions and, once approved, email them out to the group.

You will help promote the work of the digital team such as updating the website with information, responding to basic enquiries from members of the public.

You will build good working relationships with both internal and external stakeholders, seeking information from them and chasing up actions when necessary.

This role is based within Environment and Climate Change. [Click here to find out more.](#)

Key areas of Responsibility

- **Administration** – supporting the organisation, running and progress of board meetings, groups and project team meetings. Processing of invoices. Preparing for new starters (IT equipment, welcome meetings, access permissions)
- **Customer Service** – providing a positive, accurate and timely response to both internal and external stakeholders.
- **Research** – Looking at what other local authorities / organisations are doing with digital innovation and bringing ideas to the team; developing own and teams knowledge of digital connectivity and the benefits it could bring to Kirklees.
- **Project Support** – Provide Project Management Support such as with public consultations, mail-outs and recording of feedback.

Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Basic IT Skills e.g. MS Office applications including Word and Excel	Essential
Educated to GCSE (Grade 4-9) Maths & English or equivalent	Essential
Demonstrate a good work ethic	Desirable
General admin duties e.g. organising meetings, taking notes, following up actions	Essential
Good customer service	Desirable
Committed to self-development within the role	Desirable

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
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1 or 2 dependant on grade. Find out more about [Council Behaviours and Expectations](#).

General information

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.