

## Apprentice Business Support Officer at Employee Healthcare

<b>Service</b>	People Services
<b>Location</b>	Rowan Bank, Huddersfield HD1 5BY
<b>Salary</b>	£10.18 from April 2023
<b>Working week &amp; Hours</b>	37 hours – including college attendance/qualification work
<b>Contract type &amp; Duration</b>	Fixed-term Apprenticeship 21 months includes end point assessment
<b>Reporting to Manager</b>	<i>Veronica Matheson / Sam Holmes Business Support Manager</i>
<b>Eligibility to apply</b>	<p><b>Please note you are only eligible to apply for this role if:</b></p> <ul style="list-style-type: none"> <li>• 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).</li> <li>• You are not in full time compulsory education and are aged 16 or over by the time you start the Apprenticeship.</li> <li>• You are able to meet the entry requirements of the qualification and to undertake the studying and coursework required to complete the course.</li> </ul>

### 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 an 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 delivered by a training provider. You will complete a Business Support Officer Apprenticeship and you will gain Business Administration NVQ Level 3 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.

Working as an Apprentice Business Support Officer in an Occupational Healthcare Department your role will be varied, where no two days are the same. Primarily tasks include ensuring the smooth running of our clinics, by booking in appointments, preparing documentation and welcoming customers to our unit. We serve Council employees and trade services with outside organisations. We are based close to Huddersfield Town Centre and work onsite at Rowan Bank. Administration duties linked to this role will include

- Reception Duties and being first point of contact for our customers.
- Working in a bespoke business system.
- Dealing with confidential and sensitive health information appropriately.
- Provide effective, flexible and responsive administrative support to the Team.
- Produce documents formatted to service standards and within deadlines.
- General administrative duties including filing, photocopying, scanning, inventory maintenance, logging, sorting & distributing post, etc.

## 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
IT skills to support working with packages such as Word, Excel and Outlook as well as service Business System.	Essential
Always demonstrate excellent customer service.	Essential
Work hard to contribute to team goals	Essential
Literacy & numeracy skills to be able to produce documentation/reports.	Essential
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](mailto: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.