

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>JOB TITLE</b>	Administration Apprentice
<b>DIRECT REPORTS</b>	None
<b>TEAM</b>	Dedicated team with the flexibility to work within other departments in the interest of development
<b>LOCATION</b>	Abergele / Colwyn Bay / Llandudno
<b>SALARY DETAILS</b>	Salary in accordance with National Minimum (/Living) Wage

### 2. PURPOSE

To work within Cartrefi Conwy gaining experience in administration whilst providing support for departments. The successful applicant will be expected to undertake a course of study towards a work based QCF Level 2 in administration.

### 3. DIMENSIONS Scale & Diversity

Scale & diversity within the role will be progressive over the 2 year programme relevant to the personal development of the individual.

### 4. MAIN ACCOUNTABILITIES

Support the team with general administration duties, including but not limited to;

- answering telephone enquiries, responding to emails, photocopying, filing, document scanning, mail shots etc.
- distribute incoming post and ensure outgoing departmental post is deposited with Customer Services in time for franking and collection.
- data inputting

Assist Managers in coordinating meetings; including for example, co-ordination of attendees and associated travel arrangements, minute taking, papers distribution, room set-up, organising refreshments for meetings and events, ensuring meeting rooms are tidied after functions, recording attendance and collating feedback. This may include, subject to prior approval, attendance at other Cartrefi Conwy premises or external venues.

Provide Customer Service cover during busy periods and Customer Service Advisor absence and as otherwise requested.

Promote and uphold the principles of good office practice and maintain strict confidentiality at all times.

Contribute to the efficient running of Cartrefi Conwy by assisting colleagues where necessary and appropriate.

### 5. CORPORATE ACCOUNTABILITIES

To actively support the overall delivery of Cartrefi Conwy's objectives to provide an excellent, innovative and truly customer focused service.

To contribute to community involvement and tenant participation activities as required.

As a representative of Cartrefi Conwy, to, promote and maintain a positive attitude and image at all

times.

To positively promote Cartrefi Conwy's values; constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- The associations principles on Equality and Diversity
- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively in cross functional working groups where required.

## 6. WORK CONTEXT (environment, type of equipment)

The post is office based with limited requirement to travel. The regular use of ICT systems and technology is a requirement of the post.

## 7. AUTONOMY AND DECISION-MAKING (limits and freedoms)

Work is typically self-paced (apart from reception duties which are customer driven) although tasks in this post are priority/deadline based. The post holder has the flexibility to decide what order tasks are done, however, all tasks will be expected to be completed to deadline or by priority set.

Examples of decisions that are referred are:

- Any items involving expenditure.
- Policy decisions.

Performance objectives are agreed with the Line Manager and performance is subject to review under the agreed PDR process.

## 8. COMMUNICATIONS (the main communications that take place. frequency, purpose and method)

<b>INTERNAL</b>	Daily contact by telephone, face to face or e-mail with Cartrefi Conwy staff to seek advice and ascertain correct information for tenants or other customers/ visitors.
<b>EXTERNAL</b>	Daily communication with the general public and visitors to answer enquiries, forward callers and follow up on requests for advice and information about the services Cartrefi Conwy offer.

## 9. AREAS OF COMPLEXITY (what provides most stretch)

Prioritising tasks and understanding requirements to follow procedures. Meeting the expectations of visitors, callers and staff may offer some complexity to the post as their aspirations are not always aligned with the resources and capabilities of Cartrefi Conwy in addition visitor and caller behaviour and needs may be unpredictable.

## 10. AGREEMENT

**Job Holders' Signature:**

**Date:**

**Line Managers' Signature:**

**Date:**

# PERSON SPECIFICATION

## Administration Apprentice

ACADEMIC / PROFESSIONAL QUALIFICATIONS	Essential / Desirable	How this will be assessed
GCSE passes at grade D or above in English and Maths (or equivalent)	Essential	Application / Certification
KNOWLEDGE & EXPERIENCE		
An understanding of administrative duties	Essential	Application / Interview
An understanding of customer care	Essential	Application / Interview
Experience of administration duties	Desirable	Application / Interview
Experience of working to deadlines and delivering results	Desirable	Application/ Interview
SKILLS		
Microsoft Office; Word (Basic), Excel (Basic), Outlook (Basic)	Essential	Ability Test
Ability to maintain a flexible and professional approach to work	Essential	Application / Interview
IT literate with the ability to use computers and tablets confidently	Essential	Ability Test
Basic planning, prioritising and organising skills	Essential	Ability Test
Accuracy and attention to detail in data entry	Essential	Ability Test
Willingness to learn and develop	Essential	Application / Interview
Welsh Language Skills	Highly Desirable	Application
CORE CARTREFI		
<b>Serving Customers</b> – Excellent interpersonal and customer service	Essential	Interview

skills		
<b>Collaborating</b> – Ability to work as part of a team	Essential	Interview
<b>Decision making</b> - Ability to work independently and organise and prioritise own workload	Essential	Ability Test / Interview
<b>Improving</b> - Ability to identify / suggest new ways of working	Essential	Interview
<b>Communicating</b> - Excellent communication skills both oral and written	Essential	Interview / Short presentation
<b>Leading</b> - Initiative and enthusiasm	Essential	Interview
<b>Delivering Results</b> - Ability to work under pressure and to meet tight deadlines	Essential	Interview

**Cartrefi Conwy are committed to Equality and Diversity in our activities**