

Job Description

POST TITLE	Business Management Apprentice – Level 4-6	POST NO:	ST1213
SERVICE UNIT	Streetscene	GRADE:	A4
SALARY	National Minimum wage for age	JOB FAMILY	Apprentice
RESPONSIBLE TO:	Line Manager/Supervisor as allocated		
RESPONSIBLE FOR:	None		
LOCATION	Burnley Town Hall	STATUS	Staff
Job Purpose			
To successfully complete BA (Hons) Business Management and gain practical experience in administration and management skills within an office environment.			

Main Duties and Responsibilities:

- To be accountable to a supervisor but organise own work to complete tasks on time following agreed instructions and procedures, ensuring that deadlines are met and work time is used effectively.
- To respond to customer enquiries by email, telephone and face to face at reception and other public counters for example taking bookings and providing standard verbal and written responses to the required standard.
- To carry out a range of administrative duties and develop management skills which could include:
 - undertaking standard interrogation and interpretation of data for use by others;
 - creating and formatting documents, for example spreadsheets, simple databases, mail merge documents and powerpoint presentations;
 - designing and implementing business processes;
 - responsibility for effective file management including storage, retrieval and location;
 - entering data to established systems, checking for accuracy and logic, identifying errors and ensuring output is to the required standard, enabling accurate and timely reports to be run;
 - liaising with customers to resolve complex enquiries, face to face, by letter, email or via other electronic systems;
 - support web bases and social media activity in the workplace;
 - encouraging team learning and overseeing the work of intermediate or advanced level apprentices;
 - identify and develop projects that will have a positive impact on the local community and evaluate the outcomes

4. To gather evidence and prepare for submission a portfolio of evidence demonstrating that the competence, performance, knowledge and other criteria have been met for BA (Hons) Business Management.
5. To attend regular progress review meetings for guidance, encouragement and support and be involved in the evaluation of the apprentice scheme to inform its future development.
6. To be flexible, in relation to approach to work commitments and tasks.

Health & Safety

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

Prepared by:

Date:

Postholder: Various

Date of issue: April 2019

Updated April 2024, June 2025

Person Specification

POST : Business Management Apprentice	GRADE: A4
DIRECTORATE : Streetscene	POST NO: ST1213

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
Qualifications		
1. 3 A-Levels at Grade C or above (or equivalent)	E	A/C
2. GCSE Grade C (level 5) or above (or equivalent) in English and Maths	E	A/C
3. To have the ability to develop general office skills to Level 6 Chartered Manager Degree Apprenticeship Standard and meet government funding criteria for the apprentice training	E	UCLan Assessment
Experience		
4. A good school/college/work record in terms of attendance, time keeping and conduct	E	I
5. Work experience in a customer orientated or office environment	E	A/I
6. Have undertaken a course where assessment is by project work or course work	E	A/I
Knowledge/Skills/Abilities		
Post holder to have potential to work to the Council's core values and behaviour framework and in particular to be able to demonstrate the capacity to work in the following ways: Together		
7. Listens and asks questions to gather information and checks back to ensure that messages are understood	E	A/I
8. Develops productive relationships with colleagues and external customers	E	I
9. Open to working collaboratively with others	E	I

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
<p>Enterprising</p> <p>10. Participates positively in team meetings and contributes to new ways of working</p> <p>11. Has a solid understanding of own job role and works to meet objectives, standards, deadlines and targets</p> <p>12. Follows instructions and procedures and understands the boundaries of own decision making authority, seeking advice when unclear</p> <p>13. Shows initiative, motivation and gets on with tasks</p> <p>14. Actively looks for ways to work more effectively and efficiently</p> <p>15. Uses information and communication technology effectively</p> <p>Ambitious</p> <p>16. Is prepared to take on different roles within the team as and when required</p> <p>17. Open to learning opportunities and pro-active about own personal development</p> <p>18. Has the confidence to work effectively when unsupervised</p> <p>19. Takes an active role in managing own performance</p> <p>Meeting Customer needs</p> <p>20. Recognises the needs of customers who may have special requirements e.g. barriers to communication or access</p> <p>21. Knows what type of actions would be inappropriate or discriminatory</p> <p>22. Is able to take ownership of complaints and ensure they are resolved to the satisfaction of the customer</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>I</p> <p>A</p> <p>I</p> <p>A/I</p> <p>I</p> <p>I</p> <p>A</p> <p>I</p> <p>A/I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
The Burnley Way		
<p>Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives. Further details are contained in the Behaviour Framework</p>		