



February 2016

1. JOB IDENTITY

Post Title:	Modern Apprentice (Admin)	Service:	Various
Section:	Various	Grade:	Administrative A
Reports to:	Admin Support Officer		

2. JOB PURPOSE

- Assist with the provision of administrative support

This post is encompassed in the Modern Apprentice Programme, jobholders will be expected to complete a SVQ Level 2 qualification during their employment

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Provide support, which may include reception duties, data input, word processing and producing a range of documents
- Respond to enquiries appropriately by telephone, in writing, by e-mail or in person and re-directing as appropriate
- Update and maintain records, files and databases in line with corporate records management standards
- Assistance with financial duties
- Undertake general office duties including photocopying and processing mail

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to Scottish National Level 4 or 5, Standard Grades or equivalent transferable experience and skills
 - Achievement of the SVQ Level 2 in Business Administration within 12 months
- Desirable:**
- ECDL qualification
 - Recognised typing / word processing qualification

5. EXPERIENCE

- Desirable:**
- Administrative support experience

6. KNOWLEDGE AND SKILLS

- Essential:**
- Knowledge / experience of Microsoft Office software
 - Good communication and organisational skills
 - Flexible and adaptable approach
 - Ability to use initiative and work under pressure
 - Ability to cope with a variety of tasks
 - Ability to work on own initiative and as part of a team
- Desirable:**
- Knowledge of Local Government

Agreed