



## Job Description: Business Administration Apprentice (Member Services)

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<b>Reports to:</b>	<b>Assistant Member Services Manager</b>
<b>Directorate/team:</b>	<b>Corporate Services – Member Services</b>
<b>Grade:</b>	<b>Grade 1</b>
<b>Term:</b>	<b>Fixed term contract</b> initially 12 months (contract length will be subject to extension as the contract will run in conjunction with undertaking study towards achievement of an Apprenticeship standard: Business Administration Level 3).

### **Job Purpose:**

With the appropriate on the job training, supervision and guidance, provide efficient and effective administrative support to the Local Government Association's various governance structures and to the Member Services team, including support to elected members and policy teams.

### **Core Accountabilities:**

1. Provide administrative support to the LGA's governance structures and the Member Services team.
2. Provide support to the LGA's elected members and policy teams as appropriate.
3. Support the Member Services team in the achievement of the LGA's priorities and objectives.
4. Support the team in the delivery of its objectives demonstrating a 'can do' attitude and adopting a flexible and resourceful approach.
5. Undertake all responsibilities with due regard to the LGA's policies and practices for Health and Safety, Equal Opportunities and Environmental.
6. Participate in relevant LGA projects that support the delivery of the LGA Business Plan.
7. Undertake any other duties and responsibilities appropriate to the post

### **Specific Accountabilities:**

1. Understand how to assist in the provision of business support to the Member Services team including day to day tasks such as document creation, database maintenance, creating excel spreadsheets and extracting data, room bookings and associated

logistical arrangements, electronic filing, and distribution of post and relevant information.

2. To support meetings and events including agenda preparation, collation and printing of meeting papers, electronic distribution of events materials and minute taking.
3. Act, alongside the team Member Services Officers, as a first point of contact for enquiries, and respond to or refer enquiries as appropriate.
4. Assist in maintaining and updating team records to include liaising with HR to ensure accurate team structure charts.
5. Organise travel and accommodation bookings.
6. Carry out basic financial administration tasks including raising and managing orders and invoices, and handling of financial related queries in line with finance policies and procedures.
7. Assist in keeping financial information up to date to inform budget management.
8. Support meetings and events, including room bookings, catering, equipment and necessary administration prior to, during and after the event.
9. Assist in maintaining electronic filing and committee management systems.
10. Act as an effective team member providing assistance to others as requested.
11. To be aware of policies and procedures and act according to them.
12. Undertake any other reasonable duties as may be required commensurate with the level of the post.

## Person Specification: Business Administration Apprentice (Member Services)

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<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A-level or equivalent</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Ability to quickly learn office systems and procedures.</li> <li>• Experience in the use of a range of software packages including Word, Excel, PowerPoint, e-mail and the internet.</li> <li>• Experience in the production of documents and the collation and maintenance of information.</li> <li>• A broad understanding of and interest in local and/or central government and how they work.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Good oral and written communication skills.</li> <li>• Good organisational skills with an ability to manage own workload and priorities in order to meet deadlines, and respond to changing priorities.</li> <li>• Able to prioritise work against competing and challenging demands to meet deadlines.</li> <li>• Ability to multi task.</li> <li>• Excellent interpersonal skills, including the ability to deal with face-to-face and telephone enquiries in a courteous and patient manner, providing a high level of customer care.</li> <li>• Ability to exercise discretion and confidentiality.</li> <li>• Ability to work as part of a team and a flexible approach in order to adapt to changing work requirements.</li> <li>• Ability to follow clear directions.</li> <li>• Ability to produce work of a high standard with a high level of attention to detail.</li> <li>• Ability to challenge incorrect invoices and processes that can be simplified and improved.</li> <li>• A positive 'can-do' attitude.</li> <li>• Demonstrate a keenness to learn and take direction.</li> </ul>