Apprentice Environmental Business Assistant

JE Code: MKLA0213

|  |
| --- |
| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Environment and Waste |
| **Reports to:** | Senior Practitioner |
| **Job Family** | Business Administration |
| **Grade:** | D (Apprentice rate) |
| **Political restricted** | N |
| **Date:** | December 2021 |

**Key Deliverables**

|  |  |
| --- | --- |
| **1.** | Undertake administrative tasks in relation to landscape contract monitoring |
| **2.** | Engage with the public and other stakeholders to respond to enquiries  |
| **3.** | Maintain accurate and timely records to aid contract management process  |
| **4.** | Carry out tree inspections on Council trees in conjunction with the council’s Tree Inspectors (training to be provided) |
| **5.** | Maintain and develop links with Milton Keynes Customer Services  |
| **6.** | To work as part of a team, developing working relationships with colleagues to enable the team to deliver their objectives |
| **7.** | To achieve the Lantra Award in Basic Tree Inspection  |
| **8.** | To work towards and successfully complete the Business Administration Apprenticeship at Level 3 within 18 months from the start date |
| 9. | The knowledge, skills and behaviours required to pass the End Point Assessment of the Recruitment Apprenticeship Standard at level 3 are gained  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

|  |  |  |
| --- | --- | --- |
| **1.** | GCSE Grade A-C in English and Maths or equivalent e.g., Functional Skills Level 2 in English and Maths or demonstrable ability to achieve during apprenticeship. (basic skills assessment will be undertaken as part of recruitment process) |  |
| **2.** | Be prepared to work in all weathers where necessary and in office where necessary. Estimated split between office and outdoors is 60%/40% |  |
| **3.** | Strong customer service skills |  |
| **4.** | Good written and communication skills |  |
| **5.** | Proven ability to build strong relationships across the Council and with Partners (contractors) |  |
| **6.** | Able to use own initiative as to where improvements can be made  |  |
| **7.** | Good organisational skills |  |
| **8.** | Successful achievement of the Knowledge, Skills and Behaviours required of Business Administration Apprenticeship Standard and passing of the End Point Assessment. |  |

Job Family

Business Administration

Grade D

|  |  |
| --- | --- |
| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
 |

Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

### Role Characteristics

At this level posts carry out complex administrative tasks in accordance with established guidelines and operating instructions. Job holders will plan to maximise efficiency and will be expected to deal with a range of administrative issues independently, including matters which may see them deal directly with those negatively affected by their decisions.

### The knowledge and skills required

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

### Thinking, Planning and Communication

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other Council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

**Decision Making and Innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the job holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

### Areas of responsibility

The work carried out by job holders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Other than assisting with the induction and orientation of new team members, job holders will not have managerial or supervisory responsibilities over other employees.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and Demands

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Job holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

The role will involve working in a in normal office environment as well as site-based activities in the open air environment, there will be some exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.