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| **JOB DESCRIPTION** | |
| **Job Title:**  Apprentice Administrative Assistant | **Department:**  VAC/Day Services |
| **Responsible to: Regional Head of Day Services & Community Engagement** | |
| **Job Summary** (Description of main purpose of job)**:**  To provide effective and efficient administrative support in a professional and confidential manner to the organisation.  Duties include general clerical, receptionist and project based work.  Project a professional company image through in-person, electronic and phone interaction. | |
| **Main Duties & Responsibilities**   * To assist with all appropriate team administrative tasks * To assist in the creation, maintenance and continual improvement of office systems and databases, both hard copy and electronic * To assist in the setting up/maintaining facilities and materials for VAC & Day Services * To assist in the production of administrative material for VAC/Day Services team * To assist with the accurate entry and monitoring of information to ensure effective record keeping * To assist in the use and training of Coldharbour Clinical Management System * To assist in the production of notes at meetings * To support with filing and photocopying etc. * To assist with the facilitation of events when necessary * To assist in the facilitation of meetings and take minutes when required * To provide cover for reception when necessary * To assist in H&S checks were appropriate * To assist in the distribution of post and payslips and any other correspondence as required * To assist in the ordering of stationery and other equipment as required * To order and make up marketing material packs and be involved in marketing events as and when required * Responsible for own personal learning and development/CPD in line with service policies and procedures. * Promote a diverse and inclusive workforce which is free from any discriminatory practice. * Work within designated compliance and quality assurance frameworks as required by the service (SP QAF, CQC, CSE, IiP etc). * Represent the service in a professional and confidential manner building positive relationships with external stakeholders. * Adhere with section 7 of the Health and Safety at Work Act to take reasonable care of own health and safety and that of others who may be affected by their acts and omissions * Any other duties appropriate to this post, as necessary or as requested | |
| **Confidentiality:**  In the course of your duties you may have access to confidential information about company business. It must be stressed that under no circumstances must this information be communicated to anyone other than authorised persons. | |
| **Note:**  All employees should be aware that due to the nature of work the Brothers of Charity undertakes there are elements of risk relating to challenging behaviour, moving and handling. Appropriate training will be offered and staff will be required to participate. | |

**BROTHERS OF CHARITY SERVICES**

**PERSON SPECIFICATION – APPRENTICE ADMINISTRATIVE ASSISTANT**

**Note:** When completing your application form please bear in mind that short-listing will be undertaken against the evidence presented by you of how you meet the essential criteria detailed in the person specification.

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|  | **ESSENTIAL /**  **DESIRABLE** | **METHOD OF**  **ASSESSMENT** |
| **Qualifications**  Good level of English and Maths | E | A/T/C |
| **Skills/Knowledge/Abilities**  Excellent ICT skills  Excellent Communication skills  Excellent Organisational Skills  Knowledge of Microsoft office applications, particularly Word and Excel  Ability to work in a confidential and professional manner  Ability to work well alone and as part of a team | E  E  E  E  E  E | A/T  A/I/T  A/I/T  A/I/T  A/I  A/I |
| **Experience**  Previous experience of an office environment | D | A/I |
| **Additional**  Must be able to work flexibly across organisation  Must have commitment to maintain high customer care standards | E  E | A/I  A/I |

A = Application Form; I = Interview; T = Test; C = Certificates

**Prepared by: Darlene Martin**

**Date: August 2018**

**Please note that the above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. Any significant change to duties will only take place after consultation with you.**

Please signal your receipt and acceptance of this job description:

NAME: ...........................................................

SIGNATURE: …………………………………………..

DATE: ………………………………………