

Operations/Facilities Support Apprentice - Job Profile

Job Family:	Front Line	Grade:	Level 2/3
Job Title:	Operations/Facilities Support Apprentice	Directorate:	Chief Executive's Directorate
Date:	1st July 2019	Version:	1:2
Role Profile - Details Specific to Grade			
<p>As an Apprentice, the post holder will contribute to the delivery of the service plan by providing a co-ordinated, consistent and high quality service within the directorate.</p> <p>The post holder will be required to work flexibly across all service areas, responding to the different demands of the business.</p> <p>The post holder will carry out a range of tasks and using a variety of equipment and technology and receive and respond to enquiries from customers, escalating where necessary.</p>			
Brief Description of job role and department			
<p>The post sits within the Libraries, Heritage and Arts team reporting to the Operations Manager. To assist in the efficient and effective coordination, planning, organisation and operational support within the Central Library, branch libraries and historic houses within the Borough. To provide a reliable operational support service to libraries and heritage buildings including occasional delivery service to other buildings as required and assisting with the organisation and preparations of events and activities; e.g. displays, exhibitions, adult and children's events, pop up displays, etc.</p>			
Representative accountabilities			
<ul style="list-style-type: none"> ● Operate equipment specific to the job in order to carry out required tasks ● Use IT to support service delivery ● Receive information from customers and pass queries to an appropriate person for resolution ● Communicate politely with customers in order to give information or instructions ● Communicate clearly and appropriately with colleagues and customers ● Provide advice and information on all aspects of service areas, directing contacts to the most appropriate area, if applicable ● Inputs, updates, extracts and analyses data relevant to service activities using relevant ICT systems ● Prepares, edits, formats and prints documents using Google mail 			
Budgetary accountabilities			
<ul style="list-style-type: none"> ● N/A 			
Specific accountabilities			
<ul style="list-style-type: none"> ● With training, to help and support the team by carrying out general administrative/clerical tasks as necessary ● To carry out ad hoc research, correctly process data and/or prepare reports using various ICT packages by ensuring a high level of attention to detail and accuracy ● To effectively communicate with a range of people including customers, colleagues and other staff in partner organisations ● To maintain record-keeping and filing systems, both manually and electronically ● To develop knowledge of the services provided by the council and available to service users 			
Person specification (knowledge, skills, experience and behaviours required in the role)			
<ul style="list-style-type: none"> ● Demonstrate a commitment to studying towards and achieving a full apprenticeship in a chosen field 			

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| <ul style="list-style-type: none">● Commitment to learn day-to-day tasks, to be able to prioritise and to work under pressure both individually and as part of a team● Good attention to detail and accuracy● Commitment to develop excellent IT skills and customer service skills● Ensure tasks are completed within agreed timescales● Demonstrate punctuality● Attend and participate in team meetings and 1:1 supervisions● Attend training as required and complete mandatory e-learning● Complete NVQ qualification |
| <ul style="list-style-type: none">● Ensure all health and safety standards are adhered to for the relevant work area● Apply diversity and equal opportunities policies in the workplace |