

<b>Designation:</b>	<b>Apprentice –Health &amp; Wellbeing</b>
<b>Grade:</b>	<b>Stroud APP</b>
<b>Hours:</b>	<b>37</b>
<b>Location:</b>	<b>Stroud District Council, Ebley Mill</b>
<b>Job Purpose:</b>	<b>To provide support to the Health &amp; Wellbeing team.</b>
<b>Responsible to:</b>	<b>Senior Business Support Officer</b>
<b>Responsible for:</b>	<b>No supervisory responsibilities</b>

## KEY DUTIES

- Provide support to the HW department by typing/ collating reports, letters and notes taken at meetings.
- Database management and data entry using internal IT systems.
- Assistance in the organisation of meetings and diary planning
- Provide assistance in office administration – filing, ordering materials/services, time-sheets, scanning and photocopying.
- Telephone support for colleagues by taking messages and booking appointments for officers.
- Undertake such other duties commensurate with the grade of post as may be properly assigned by the Head of Service.

Work subject to interruption of the programme of tasks but not involving any significant change to the programme.

## SKILLS AND KNOWLEDGE

- Good written and verbal communication skills
- Understanding of administrative processes and systems
- IT Literate, including use of MS Office software
- Able to manage own time and workload

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

## COMPLEXITY AND CREATIVITY

- Responds to queries and complaints

Work largely regulated by laid down procedures, but needing occasional creative skills to deal with routine problems

## JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to Senior Business Support Officer

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

## CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact on well established matters providing readily available information or assistance.

## RESOURCES

- Responsible for the taking and processing of all payment types including handling cash, cheques and via card over the phone.

## TRAVEL DESIGNATION

- HMRC Mileage rates apply

## MISCELLANEOUS

- N/A

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*