

ROLE PROFILE AND PERSON SPECIFICATION

Company Name: Ealing Council

Address: 5th Floor Perceval House, 14 – 16 Uxbridge Road, W5 2HL

Employer Description: Local Authority

Hours of Work: 35 hours per week – 09:00 – 17:00 Monday – Friday, with 1-hour lunch break

Annual Holiday Entitlement: 24 days paid holiday per year plus 3 additional days (to cover Christmas and New Year)

Level 2: Learning agreement of 12months

Age: 16 and over

Training allowance (Pay) annual amount: is £12,931.10*

**Please note this is made up of two different rates. Your first 6 months is £6.00 an hour. Your final 6 months is at the higher rate National minimum wage (NMW) currently £8.21.*

Position Title: Business Support Hub Apprentice

Role Profile: A central Business Support Hub has been created at Ealing Council, the purpose of which to provide efficient, effective and consistent business support for the senior leadership team in a professional and confidential manner. Working at the heart of the organisation, this is a fantastic opportunity for an apprentice to work in a particularly busy and varied role supporting senior management to deliver the priorities for the Council. You will work as part of a team that provides business support to three directorates in the council: Regeneration & Housing; Environment and Customer Services and Corporate Resources. The team comprises an Executive Support Manager, Senior Personal Assistants and Personal Assistants. Your role will involve supporting the team to:

- Provide business and administrative support for senior management, including elements such as: diary management, phone cover, co-ordinating and organising meeting papers/requests/agendas, getting relevant sign-offs, general ad-hoc administrative tasks as requested
- Filing, photocopying, printing, post and archiving
- Keep mailing lists, information and filing systems up to date as required
- Meet and greet visitors and assisting with internal and external meetings, including equipment and room set up
- Produce and update basic documents and spreadsheets using Microsoft Office as directed
- Send/receive emails on behalf of the department, making/receiving phone calls as required
- Ensure that good practice and customer care are fully blended into day-to-day activities

Skills and Abilities required:

1. Strong planning and organisational skills in order to manage conflicting demands and deadlines.
2. Able to understand the importance of confidentiality within the workplace.
3. Good communication skills.
4. Good working knowledge of Microsoft Word, Excel, PowerPoint and Outlook.
5. Accurate with excellent attention to detail including grammar and spelling.
6. Able to deal with complex, challenging and sensitive work.
7. Well presented with a smart appearance.
8. Able to work flexibly as part of a team, asking and giving support as needed.
9. Numerate and able to work well with data and statistical information.
10. Able to use their initiative and ability to prioritise own workload.
11. Awareness of equality and diversity and health and safety.
12. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

This position requires **Enhanced Vetting**

