

ROLE PROFILE AND PERSON SPECIFICATION



Company Name	Ealing Council – Payments Team
Location:	Ground Floor Perceval House, 14-16 Uxbridge Road, W5 2HL
Employer Description	Local Authority
Position Title	Accounts Payable Support Apprentice
Age	16+
Qualification	Level 3 Business Administration - Learning agreement of 18 months
Annual Training Allowance	£25,276.32. (Real living wage for London, currently £13.85 per hour) Including a 6-month probation, with three reviews at month 1, 3 and 5.
Hours of work	35 hours per week. 09:00 – 17:00 Monday to Friday with 1hr lunch break.
Annual Holiday Entitlement	Holiday Entitlement: 36 days paid holiday for 18 months, plus 3 additional days (to cover Christmas and New Year)
The Role	Interested in working for your local authority as an apprentice administrative assistant in a high functioning team. The Payments Team is looking for someone who can demonstrate professionalism and respect when speaking to Ealing's suppliers and internal customers, helping resolve queries over the phone and via email. You will also be supporting the supplier set up process. The apprentice will work closely with the experienced team members across the Accounts Payable team.
Responsibilities	<ul style="list-style-type: none"> • Inputting data in Business World, the Councils payment system. • Checking, cleansing and maintaining data systems. • Take minutes at meetings. Producing basic documents using Word and designing documents in Excel. This may also involve using AI tools. • Monitoring and extracting simple data, importing data into databases and preparing reports. • Ensure that good practice, customer care, and health and safety are fully blended into day-to-day activities. • Managing incoming and outgoing correspondence including post, emails and other communications, redirecting correspondence to other services as appropriate. • Storing, managing and sharing data in a secure and compliant manner • Provide cover for core tasks for their team during leave and absence. • Support with all other administrative tasks appropriate to the post. • Ensure correct information has been added to Business World for supplier set-up to be approved.
Skills and abilities	<ol style="list-style-type: none"> 1. Literate and numerate to GCSE level. 2. Good communication skills with clear spoken and written English 3. A keen willingness to learn 4. Able to work flexibly as part of a team asking for and giving support as needed 5. Accurate with excellent attention to detail 6. Good knowledge and understanding of Microsoft Office (specifically Word, Excel and PowerPoint) and the internet. 7. Able to deal with customer enquiries and requests by telephone and in writing 8. Able to understand the importance of confidentiality within the workplace

	<p>9. Able to follow instructions and work to deadlines</p> <p>10. Be aware of and comply with Ealing's policies, equality and diversity and health and safety etc.</p> <p>11. Able to deal professionally in all forms of communication (internally and externally)</p> <p>12. Able to deal with complex, challenging and sensitive work, seeking assistance where necessary</p> <p>13. Able to use initiative and prioritise own workload</p>
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Values & Behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they'll do on time Is open and honest Treats all people fairly 	<p>Ambitious and confident in leading partnerships</p> <p>Offers to share knowledge and ideas</p> <p>Challenges constructively and respectfully listens to feedback</p> <p>Overcomes barriers to develop our outcomes for residents</p>	<p>Tries out ways to do things better, faster and for less cost</p> <p>Brings in ideas from outside to improve performance</p> <p>Takes calculated risks to improve outcomes</p> <p>Learns from mistakes and failures</p>	<p>Encourages all stakeholders to participate in decision making</p> <p>Makes things happen</p> <p>Acts on feedback to improve performance</p> <p>Works to high standards</p>

This position requires Enhanced Vetting

