

ROLE PROFILE AND PERSON SPECIFICATION



Company Name	Ealing Council – Strategy and Change
Location:	5 th Floor Perceval House, 14-16 Uxbridge Road, W5 2HL
Employer Description	Local Authority
Position Title	Corporate Business Administrator apprentice
Age	16+
Qualification	Business Administrator (level 3) apprenticeship - learning agreement of 18 months
Annual Training Allowance	£27,010.07 per annum, based on the Real Living Wage for London <i>Includes a six-month probation period.</i>
Hours of work	35 hours per week. 09:00 – 17:00 Monday to Friday with 1hr lunch break.
Annual Holiday Entitlement	Annual Holiday Entitlement: 30 days paid holiday for 15 months, plus 3 additional days (to cover Christmas and New Year)
The Role	This role is part of a small, collaborative apprentice team which includes a Quality Practitioner (Level 4) and Business Administrator (Level 3). The team will support the Council's shift towards a strategic asset-based commissioning approach. Through the coordination and analysis of quarterly self-assessments and annual peer challenges submitted by directorates, the team generates insights that directly inform and accelerate this shift. The Business Administrator Apprentice will play a key role in ensuring the smooth operation of the team and its activities. They will provide high quality administrative support across a range of functions, helping to maintain efficient systems and processes that underpin the Council's commissioning shift towards a strategic asset-based approach. The role offers a broad foundation of transferable skills and behaviours, supporting progression into future management responsibilities.
Responsibilities	• Provide high quality administrative support to the commissioning and capacity building portfolio, contributing to the Council's shift towards asset-based commissioning. • Use multiple IT systems and software (e.g. Microsoft Office) to draft correspondence, create proposals, process financial information, and analyse data to support reporting and decision making. • Maintain and update databases, ensuring accurate record keeping and supporting the production of performance insights. • Produce and manage documentation including emails, letters, reports, meeting minutes, and proposals, ensuring accuracy and compliance with organisational procedures.

	• Handle confidential information securely and in line with data protection and Council policies. • Make recommendations for process improvements and present practical solutions to management. • Support the coordination of quarterly self-assessments and annual peer challenges, including scheduling meetings, preparing materials, and tracking actions. • Demonstrate strong communication skills across multiple channels (face-to-face, phone, email, digital platforms), representing the team professionally to internal and external stakeholders. • Build and maintain positive working relationships across teams, demonstrating influence and coaching skills as knowledge develops. • Exercise sound judgement and decision making, seeking guidance when appropriate and responding to challenges with maturity and professionalism. • Take ownership of tasks, manage competing priorities, and meet deadlines effectively, contributing to the smooth running of commissioning activities. • Organise meetings and events, including logistics, and ensure accurate documentation of discussions and actions. • Apply project management principles to support planning, monitoring, and reporting of team activities and initiatives. • Continuously seek opportunities for personal development, including self reflection, learning about commissioning, and staying informed on organisational policies and sector developments. • Promote quality and continuous improvement by identifying opportunities to enhance administrative processes and sharing best practices across the organisation.
Skills and abilities	1. Able to respond professionally to enquiries and requests in person, by phone, and in writing, ensuring a positive experience for internal and external stakeholders. 2. Strong verbal and written communication skills, with clear and accurate use of English. Able to tailor communication style to suit different audiences and platforms. 3. Works flexibly and cooperatively within a team, offering and seeking support to achieve shared goals. 4. Skilled in using Microsoft Office (Word, Excel, PowerPoint, Outlook) and other relevant systems to produce documents, manage data, and support administrative processes. 5. Able to update and maintain databases, record information accurately, and produce basic data analysis to support reporting and decision-making. 6. Manages time and priorities effectively, meets deadlines, and supports the coordination of meetings, events, and logistics. 7. Uses initiative to manage workload, resolve issues, and suggest improvements to administrative processes. 8. Maintains high levels of accuracy in all tasks, particularly in documentation, data entry, and record-keeping. 9. Understands the importance of handling sensitive information securely and ethically, in line with organisational policies. 10. Responds positively to changing priorities and team needs, demonstrating flexibility and resilience. 11. Deals with complex, challenging, and sensitive situations with maturity and discretion, seeking support when needed. 12. Shows a keen willingness to learn about different workstreams and actively engages in personal development opportunities. 13. Demonstrates awareness of equality, diversity, and health and safety in all aspects of work.

	14. Understands the importance of punctuality and consistent attendance in maintaining team effectiveness and service continuity. 15. Applies basic project management principles to support planning, monitoring, and reporting of team activities. 16. Completes tasks to a high standard and contributes to continuous improvement by identifying opportunities to enhance administrative practices.
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Values & Behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
- 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	- Does what they say they'll do on time - Is open and honest - Treats all people fairly	Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents	Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures	Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards

This position requires Enhanced Vetting

