



## Job description

**Job title:** Business and Administration Apprentice - Corporate Property

**Grade:** Apprentice

**Directorate:** Place and Prosperity - Corporate Property and Assets

**Reports to:** Capital Programme Manager

### Purpose of the job

This post is to support the Corporate Property service by delivering a wide range of business and administrative responsibilities by following, maintaining and developing efficient information systems and business processes focused on Corporate Property Management. To learn and grow with the team and to promote the Council's customer orientated philosophy approach to service delivery.

### Main areas of responsibility

- Using an internal finance system produce and send invoices. Working with team members, monitor these invoices and ensure they are paid in a timely manner and download into the relevant filing system.
- Organisation and maintenance of the service SharePoint site.
- Receive incoming invoices and follow the procedures to process the invoices for prompt payment.
- Provide a point of contact for the service including monitoring the service in box and distributing those emails to the correct team member for action/response.
- Manage meeting bookings for all sites.
- Working with team members, accept reported items onto the service planner for responsive repairs and triage the reports to allocate them to the relevant team member.
- Production of standard letters associated with the management of the estate e.g. letters to tenants and interested parties.)

- Provide land registry searches.
- Provide new building access cards to new staff members and maintain the issue and return of the cards upon employee termination.
- Support the creation and maintenance of warning/operational signage.
- Support team members with car parking revenue duties.
- Printing, scanning, recording and distribution of the correspondence received and sent.
- Receipt and distribution of inbound and outbound post.
- Monitor stock levels, including the ordering of any items required.
- Supporting team members with the maintenance of the service's website information.
- Respond to and follow up on customer (internal & external) enquiries through post, phone, email and face to face in line with service standards set for the area.
- Liaise with and build positive relationships with appropriate services, customers and partners

## Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

## Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

## Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.



## Person specification

- Excellent organisation skills and aptitude.
- Good time keeping.
- Have an inquisitive and questioning mind, and a desire to learn from others.
- Have an eye for accuracy and attention to detail.
- Be confident and have the ability to work in an organised way.
- A motivated, diligent and enthusiastic team member who is confident when dealing with members of the public.
- General experience of working in a busy office environment.
- A commitment to Council policies on Equalities, Health & Safety and a strong commitment to customer care.
- The ability to work to deadlines by prioritising workloads to meet the outputs of the service.
- Knowledge and understanding of GDPR legislation and the importance of confidentiality and data protection policies.
- Have the ability to use your own judgement when determining actions to take and when to escalate issues.
- Good level of education including GCSE passes in English and Maths.
- Commitment to working towards a NVQ or BTEC in Business Administration.

### **Essential required skills**

- Proficient in Microsoft Word, Excel and Outlook and electronic file management techniques.