

Job Title:	Apprentice Administrator	
Job Grade:	A	
Reports To:	Admin Team Leader	
Service Overview: Compass delivers high quality health and wellbeing services for children, young people and families across communities throughout the UK. Working in partnership with the NHS, local authorities, education providers, community organisations and other partners, our services respond to local need and help improve health, wellbeing and life opportunities. Our services provide accessible, person centred support, with a strong focus on prevention, early intervention and ensuring children, young people and families receive the right support at the right time. Through evidence based and innovative approaches, we work to improve outcomes, build resilience, reduce health inequalities and support children and young people to achieve their potential. Everything we do is underpinned by our values. We work collaboratively with children, young people, families, communities and partner organisations to develop and deliver inclusive, responsive and effective services that are shaped by need and focused on achieving positive and lasting outcomes.		
Job Purpose: Working as an integral part of the administration team the post holder will be asked to provide a variety of administrative duties. This post is one of continual development. The job description is intended as a guide to the principal duties and responsibilities of the post and complements individual objectives that may be set in line with the service objectives. Responsibilities will be reviewed periodically, and duties may change or new duties be introduced after consultation with the post holder. The apprenticeship includes time away from work for specialist training. You'll study to gain professional knowledge and skills working towards a Level 3 Business Administration Apprenticeship. During this apprenticeship, you will develop a portfolio, attend workshop sessions and have regular reviews. All apprenticeship work will be completed during working hours.		

Key Duties and Responsibilities:

1. Operational

- 1.1** Deal with enquiries by telephone and through multiple internal and external mailboxes in a professional, timely and helpful manner.
- 1.2** Assist in arranging the purchase of goods and services on behalf of the service.
- 1.3** Act as the first point of contact for referrals and enquiries from children and young people, families and professionals.
- 1.4** Support service meetings and events, including booking venues, sending invitations and taking minutes.

2. Developing and Maintaining Relationships

- 2.1** Provide a professional and helpful first point of contact for children and young people, families, professionals and other stakeholders.
- 2.2** Develop positive working relationships with colleagues across the service and provide administrative support to enable the effective delivery of service activities.
- 2.3** Communicate effectively with internal and external contacts, ensuring enquiries and information are directed to the appropriate person or team.
- 2.4** Work collaboratively with the wider administration team, supporting colleagues and contributing to the effective day to day running of the service.

3. Managing Resources

- 3.1** Support the administration of purchases of goods and services, ensuring relevant information and records are maintained accurately.
- 3.2** Maintain accurate and organised administrative records and information in accordance with service and Compass requirements.
- 3.3** Support the effective use and organisation of service resources, equipment and administrative systems.

4. Managing Self

- 4.1** Prioritise own workload within agreed objectives using your own initiative.
- 4.2** Take responsibility for own learning and professional development in line with Compass' Learning and Development framework.

- 4.3** Take responsibility for your own and others' health and safety in the working environment.
- 4.4** Promotes equal opportunity and diversity within Compass.
- 4.5** Ensure that confidentiality is upheld at all times in line with Compass policy.
- 4.6** Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 4.7** Works in accordance with Caldicott principles and Data Protection principles and adheres to all relevant Compass policies, procedures and guidelines.
- 4.8** To act as a role model in applying good infection control prevention and control policy and practice within Compass.
- 4.9** Participate in the Compass performance review process and respond to agreed objectives.

Flexible Approach

- To undertake any evening or weekend working as required.

To carry out such other duties commensurate with the grading of the post as may be reasonably determined from time to time.

In addition to these functions the post holder is expected to:

- 5.** In agreement with the line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post.

Financial Responsibilities: None

People Responsibilities: None

Qualifications, Experience and Knowledge:

ESSENTIAL

Qualifications

- NVQ Level 2 Business Administration or equivalent experience
- 5 GCSEs including English Language and Maths at GCSE Grade A to C, or equivalent

Experience

- Experience of working in a busy office and customer service environment
- Experience of working to deadlines and managing multiple projects

Knowledge

- IT skills
- Good communication and interpersonal skills

Personal

- Ability to organise workload and demonstrate good time management skills
- Ability to work under pressure and manage changing priorities
- Attention to detail and accuracy
- Ability to show empathy
- Ability to work as part of a team and willingness to help and assist others
- Ability to develop, establish and maintain positive relationships with internal and external contacts
- Positive, flexible, adaptable, solution focused and tenacious approach
- Ability to be flexible and adaptable to meet business needs
- Strong degree of personal integrity
- Full driving license and access to a car or the ability to travel independently in line with the requirements of the role

DESIRABLE

Qualifications

- Level 2 IT skills, such as RSA or equivalent experience
- Customer care experience or qualification, such as NVQ Level 2 or equivalent

Experience

- Experience of using a range of management information systems, including extracting and collating data
- Experience of using digital technology to deliver services and social media

Key Competencies/Personal Attributes:

The post holder must demonstrate strengths in the following competency areas:

- **Team Player** – able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate.
- **Interpersonal skills** – able to develop, establish and maintain positive relationships with others both internal and external to the organisation.
- **Strategic Thinking** – able to identify and manage risk.
- **Confidence and Presentation Skills**– able to deliver messages in a confident manner, with excellent presentation skills and group work skills.
- **Communication skills** – excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience.
- **Resilience and Workload Management** – able to work under pressure, dealing with peaks and troughs in workload and see tasks through to completion when under pressure.
- **Flexible & Adaptable** – positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas.
- **Self-awareness** – ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour.
- **Motivated** – highly motivated and reliable and organised to plan and meet deadlines and manage time effectively.

Compass Values:

The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all colleagues to do the same:

We are Solution Focused

We believe in the art of the possible
We believe in being courageous and collaborative

We Act with Integrity

We believe our actions speak louder than words
We believe in asking for and offering help

We are Consistent & Reliable

We believe tenacity leads to success
We believe that no effort goes to waste

We Value Each Other

We believe in treating others as we expect to be treated
We believe everyone has something to contribute regardless of role

Safeguarding:

The post holder must demonstrate and share our commitment to Safeguarding:

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults.

Equality, Diversity & Inclusion:

The post holder must demonstrate and share our commitment to EDI:

- Actively support a safe, inclusive team culture where colleagues and service users of all backgrounds feel respected and empowered.

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share our commitment. As part of our safer recruitment process, an enhanced DBS check will be undertaken before appointment as part of our pre-employment checking process and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Compass is also committed to equal opportunities and expects all those employed or who volunteer to share our commitment.