

London Borough of Bexley Job Description



Job Title:	Level 3 Quality and Compliance Apprentice
Management Team:	Place
Department:	Bexley Business & Employment (BBE)
Location:	Civic Offices, 2 Watling Street, Bexleyheath, DA6 7AT
Reports to:	Quality & Compliance Team Leader
Contract:	Fixed Term (2 years whilst studying towards level 3 qualification)
Salary:	Bexley 03
Qualifications:	Business Administrator Apprenticeship Standard (Level 3)

The Council is looking to recruit a Quality & Compliance Apprentice. If successful you will be placed within our BBE department. You will work towards a Level 3 Business Administrator qualification.

The qualification will be fully funded, and you will be supported with off the job time for studying.

The post will have day-to-day interface with clients, checking the quality of the Advisors work against processes and procedures and reporting any areas for improvement.

See Appendix A for career progression.

Main purpose of the apprentice role:

This opportunity will ideally suit you if you are keen to combine learning with working. The ideal candidate will aspire to deliver good quality services to the residents of our borough. We are looking for applicants who are eager to learn and want to make a difference in their community.

The opportunities will provide you with experience in customer service and administration. You will receive good quality supervision with day-to-day support and assistance in a wide range of administrative responsibilities. You will also attend college as required and will be expected to undertake the relevant studies to achieve the formal qualification which is part of the Government's apprenticeship requirements.

Main Duties and Responsibilities:

You will be able to demonstrate good communication, planning and organisational skills. As an apprentice, you will be supervised and developed to assist in the management of processes and responsibilities of the team. You will support the organisation, monitoring and reviewing of the administration of the following:

- Assist with quality and compliance checks on participant records, systems and supporting evidence, following agreed guidance and processes.
- Help identify and record errors, missing information or areas that may require further review.
- Complete relevant training and develop knowledge of quality assurance, compliance and funded programme requirements.
- Support reception duties to develop administrative experience and customer service skills.
- Accurately input information into CRM systems and develop an understanding of how and why the information is recorded.

As knowledge, skills and confidence develop, the apprentice will be supported to take greater ownership of these activities, completing routine quality and compliance checks more independently, identifying and communicating findings, and contributing to improvements in quality and compliance processes.

Qualifications

This fixed term role will hopefully lead to a permanent post if the individual successfully completes Level 3 qualifications alongside an assessment as Good or Excellent overall. Details of the qualifications can be found on the following links:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator-v1-0>

Knowledge, Willingness to Learn: Person Specification

Education

Selection Criteria – Qualifications	Essential or Desirable	Method of Assessment
5 GCSEs at A-C/4-9 level including English and Maths (or equivalent)	Essential	Application form and shown at interview
2 A levels (or equivalent)	Desirable	Application form
Successful candidates must meet the entry requirements for Level 3 qualification as set out below		

Formal Training

Selection Criteria	Essential or Desirable	Method of Assessment
Level 3 Quality & Compliance Successful applicants must meet basic requirements to secure a place on the above qualification	Essential	This will be organised by the Council for the successful candidate

Experience, abilities and commitment

Selection Criteria	Essential or Desirable	Method of Assessment
Demonstrate basic commitment and knowledge of the scheme and qualifications with a willingness to gain formal qualifications and on-the-job learning	Essential	Application Form/Interview
Ability to learn and adopt Council procedures, understand GDPR and follow legislative guidelines whilst maintaining confidentiality and sensitivity at all times.	Essential	Application Form/Interview

Selection Criteria	Essential or Desirable	Method of Assessment
Ability to use ICT packages to input and manipulate data, which will include Word, Outlook, Excel and relevant bespoke software	Essential	Application Form/Interview
Good written and verbal communication skills and the ability to pay attention to detail with a good level of customer service.	Essential	Application Form/Interview
Good organisational skills and an understanding of how to prioritise to meet deadlines	Essential	Application Form/Interview
Able to work remotely, unsupervised for part of the working week.	Essential	Application Form/Interview
Commitment to help residents, show understanding and empathy – especially those who may have additional needs.	Essential	Interview
Commitment to Level 3 qualifications, attend college as required and meet qualification deadlines.	Essential	Interview

Apprentice Quality & Compliance with Level 3 Administration qualification

Duties & Responsibilities

Level	Apprentice Entry
Approximate Duration	24months
Grade	Level 3
Doing	Learning on-the-job. Shadowing experienced officers.
Knowledge	Supported and supervised regularly by line manager and/or buddy/mentor Resilience skills and an understanding of the service area. Working towards handling enquiries unassisted and delivering an acceptable level of customer service to all parties. Able to meet deadlines, proof-read and show ownership in specific areas in the team. Good written and verbal communication skills both at work and with college assignments. Work towards showing empathy to our residents and demonstrate good listening skills. An ability to follow and interpret organisational procedures and processes. Successful completion of level 3 standard including End Point Assessment