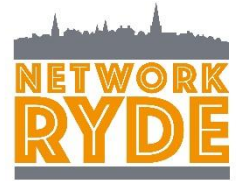


# Reception and Business Admin Apprentice



## 35 Hours per week.

Thanks for your interest in working for Ryde Town Council.

This job pack should tell you everything you need to know to about the role, how to apply and what it means to work for Ryde Town Council.

You will find:

- Information about the team, organisation and role
- Job description
- Person specification
- The benefits of working for Ryde Town Council
- Our approach to equality and diversity
- Application form

### Want to chat about this role?

If you'd like to chat about the role, please contact [tonia.voller@rydetowncouncil.gov.uk](mailto:tonia.voller@rydetowncouncil.gov.uk)

### Closing Date

Closing date Tuesday 28<sup>th</sup> June 2022. Interviews to be held w/c Monday 4<sup>th</sup> July 2022. Only shortlisted candidates will be contacted, if we have not contacted you by Wednesday 6<sup>th</sup> July 2022, please consider your application to be unsuccessful on this occasion.

## **The role**

We're recruiting a highly motivated Reception and Business Admin Apprentice to join our friendly and professional team. This is a new role to join our existing staff team under the leadership of the Town Clerk.

The successful candidate will be able to demonstrate excellent organisational, administrative and communication skills and enjoy working as part of small team. The role holder will be required to offer a friendly welcome to visitors and ensure a high standard of customer service is offered at all times. A willingness to be flexible and adapt to the needs of the business will be essential.

You should have a commitment to the values of the Town Council and want to play an integral part in developing a successful future for Ryde.

# Job Description

**Post Title:** Reception & Business Admin Apprentice.

**Hours of Work:** 35 hours per week with one day being given for personal development.

**Leave Entitlement:** 24 days plus bank holidays.

**Salary:** under 18 years £6.50 per hour  
over 18 NMW for age

**Reporting to:** The Town Clerk (Ryde Town Council).

**Mentor:** Marketing and Events Co-ordinator.

## Key Objectives:

To assist the Receptionist as the first point of contact for Ryde Town Council and provide administrative support across the organisation.

### 1 Main Tasks and Responsibilities

- 1.1 Serve visitors by greeting, welcoming, directing and announcing them appropriately.
- 1.2 Answer, screen and forward any incoming phone calls while providing basic information when needed.
- 1.3 Assist with maintaining security by following procedures and controlling access (monitor visitors book, issue visitor's badges).
- 1.4 Assist with providing a service that is based on sensitivity and respect for clients.
- 1.5 Process client information.
- 1.6 Assist with providing client information where appropriate, including details of other agencies, and point out leaflets/factsheets.
- 1.7 Assist with the creating, maintaining and archiving of paper and electronic filing systems in accordance with the Town Council's systems and procedures.
- 1.8 Assist with the management of the Town Council website and social media.
- 1.9 Organise, schedule and maintain the Mayor's diary.
- 1.10 Update appointment calendars and schedule meetings on the shared staff calendar.
- 1.11 Assist with receiving incoming mail, including opening, stamping and sorting.

- 1.12 Assist with processing outgoing mail.
- 1.13 Assist with other clerical receptionist duties such as filing, photocopying, collating etc as directed.
- 1.14 Assist with maintaining stocks of stationery and leaflets and order from suppliers.
- 1.15 Assist with managing, distribution of a range of leaflets, posters and other marketing resources.
- 1.16 Assist with administrative overflow and special projects from other staff as directed.
- 1.17 Assist with any other relevant admin and support duties required to ensure the smooth running of the Town Council as directed.
- 1.18 Assist with taking correct payments from visitors and service users, ensuring accurate change and receipts are provided.
- 1.19 Assist with minute taking when necessary.
- 1.20 Flexibility to attend events/functions/out of hours if required.
- 1.21 Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- 1.22 Liaise with other staff.

## **2. Apprentice Framework**

- 2.1 Level 2/3 NVQ in Business Administration.
- 2.2 Functional Skills in Maths, English and IT if required.

## **GENERAL**

This job description is not intended to be an exhaustive list of responsibilities of the post and is merely a guide and subject to review. It does not form part of your contract of employment.

### **The successful candidate will be required to undertake the following:**

- Attend Council and committee meetings as needed.
- Represent the organisation at external events and stakeholder meetings.
- Provide cover for colleagues as needed.
- Any other responsibilities or duties as reasonably required by your manager.
- Demonstrate a commitment to our values and principles on equality, diversity and

inclusion.

# Person specification

## Qualifications, Knowledge and Experience

### Essential

GCSE Maths & English or equivalent  
Good IT skills, including MS word, emails and the internet.

### Desirable

Experience in delivering a high standard of customer service.  
Full Driving Licence.

### Skills/attributes

Excellent communication skills with the ability to build trust and negotiate with a range of stakeholders and audiences.  
Excellent written skills with the ability to write reports.  
Excellent organisation skills and able to manage time effectively.  
Able to meet deadlines and prioritise own work.  
Ability to work independently with minimal supervision.  
Friendly and approachable.  
Professional appearance and attitude.

## Terms and Conditions

1. **SALARY:** Under 18 £6.50 per hour.  
over 18 NMW for age.

### 2. ANNUAL/TOTAL LEAVE

24 days per annum plus bank holidays, there is also the opportunity to gain an additional 4 days for long service.

### 3. PENSION SCHEME

The post holder is entitled to join the Local Government Pension Scheme.

### 4. PROBATIONARY POLICY

New appointments are subject to a 12 week probationary period. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at the Town Council's discretion, an extension of the probationary period by a further three months.

## **5. POLITICAL IMPARTIALITY**

The post holder should not be politically active at any level within local or national government and must observe strict impartiality at all times.

## **6. FLEXIBILITY**

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed working hours, working from home and job-sharing.

## **7. HOURS OF WORK**

35 per week. To be worked between Monday - Friday 8.30am – 4.30pm (2pm on Fridays) to suit successful candidate.

## **EQUALITY AND DIVERSITY**

Ryde Town Council recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. The Town Council will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

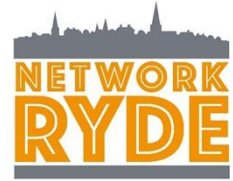
If you are invited for interview and require any assistance, special access arrangements or support please contact the office on 01983 811105.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.



CONFIDENTIAL

APPLICATION FORM



POST APPLIED FOR: <b>RECEPTION AND BUSINESS ADMIN APPRENTICE</b>	REF:
SURNAME:	FOR OFFICE USE
FIRST NAMES:	
ADDRESS:	
DAYTIME TELEPHONE NUMBER:	
EVENING TELEPHONE NUMBER:	
MOBILE TELEPHONE NUMBER:	
EMAIL:	
If you are related to any Member of the Town Council, or any Officer of the Council, please give details:	
Do you hold a current driving licence (full and valid)?  <i>Evidence will be required at interview.</i>	YES / NO
Do you have exclusive use of a motor vehicle for work purposes?	YES / NO
Please enclose a list of driving convictions in the last 5 years.	



<b>SECONDARY EDUCATION:</b>				
Name of School	From - To	Examinations passed & Grades		
<i>Evidence of qualifications will be required at interview</i>				
<b>FURTHER EDUCATION (University, College, Evening Classes):</b>				
Name of Unit	From - To	Examinations passed & Grades		
<i>Evidence of qualifications will be required at interview</i>				
<b>PROFESSIONAL QUALIFICATIONS &amp; MEMBERSHIPS:</b>				
<i>Evidence of Memberships will be required at interview.</i>				
<b>TRAINING</b>				
Please list any courses which you think are relevant to this post				
Organizing body	Date	Course Title	Length	



<p><i>Continue on a separate sheet if required.</i></p>				
---------------------------------------------------------	--	--	--	--

<p>Have you given notice to your employer?  YES/NO</p>	<p>How soon could your employment commence?</p>
----------------------------------------------------------------	-------------------------------------------------

Please give details of any holiday commitments during the next three months:

As the position you have applied for involves work with children and young people it is not covered by the provisions in the Rehabilitation of Offenders Act 1974. Please declare any criminal convictions and/or cautions you have received (spent or unspent).

Please give details of any hobbies or interests:

--

Please give the details of two people who we may contact for pre-interview references:

**Current (or last) Employer**

Name:

Address:

Telephone:

Email:

**Previous Employer**

Name:

Address:

Telephone:

Email:

May we contact your present employer for a reference prior to interview?      YES / NO

**ADDITIONAL INFORMATION:**

Please give your reasons for applying for this post, relating your experience, achievements and abilities to the post for which you have applied (you may add up to 4 further sheets if you wish).

You should read the Job Description and tailor your response accordingly.

**Data Protection Act 1998**

Consent and certification of details

The information detailed in this application form may be used by Ryde Town Council in the monitoring and progression of its employment policies and practices, and in particular, its Equal Opportunities Policy. This monitoring is for statistical purposes only and you will not be identifiable from this process. However, your personal details contained in the application form may be used in the prevention and detection of fraud Where this occurs you will be identifiable. The information may be disclosed to the following parties:

- Survey and research organisations (for monitoring purposes only)
- Local Government Authorities
- Central Government Authorities
- Organisations that handle or investigate the proper use of public funds
- Law Enforcement Authorities

Application forms of unsuccessful candidates will be destroyed after six months following an appointment to the job. Giving false information will result in your application not being pursued or your contract being terminated if you have already been appointed to the job.

I, (print name in box)

consent to Ryde Town Council recording and processing the information detailed in this application form. I understand that this information may be used by the Town Council in pursuance of its business purposes and my consent is conditional upon the Town Council complying with their obligations under the Data Protection Act 1998.

I also confirm that the information contained in this application is correct.

I understand that canvassing any members of Ryde Town Council in connection with any appointment shall disqualify the candidate.

I understand that a Medical Examination may be required in connection with this post and that

any appointment is subject to satisfactory medical clearance.

I understand that a Disclosure and Barring Service (DBS) check may be required.

Signature ..... Date .....

**Application forms not fully completed may be refused.**

It is not acceptable to just attach a C.V. to an application form.

**Please return completed form to:**

**Mrs Tonia Voller, Town Hall Chambers, 10 Lind Street, Ryde, Isle of Wight, PO33 2NQ**

Ryde Town Council is committed to the promotion of equality of opportunity in its employment policy, practices and procedures. To make this meaningful we need to monitor the effectiveness of our policies, by analysing statistical information. We would be grateful if you could provide us with the following information – we value your contribution, which will ensure our statistics are accurate and representative of people who are seeking employment with Ryde Town Council.

This form will be separated from your application form and treated in the strictest confidence. The information you provide will be used for statistical purposes only and will not be used as part of the recruitment selection process. It is helpful if you complete *all* sections of the form.

Notes on completing this form:

Ethnic Origin:

The ethnic origin categories the same as those used in the population census in 2001. They are recommended by the Commission for Racial Equality and are the basis for reporting statutory performance indicators.

Disability:

The definition of disability under the Disability Discrimination Act 1995 is “a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities”.

1) Details

**Name:** \_\_\_\_\_

(Your name is required in order that we can identify which stage of the recruitment process you reach i.e. interview, appointment)

**Job Title:** \_\_\_\_\_

**Where did you see/hear about the job?** \_\_\_\_\_

2) **My sex is** (please tick appropriate box):

Male

Female





