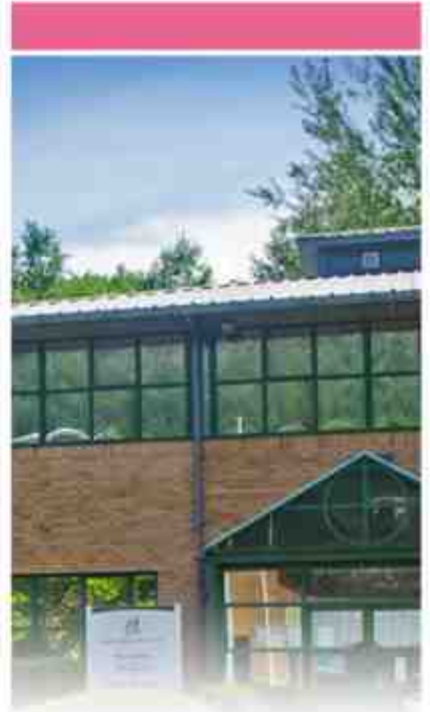




Cyngor Bwrdeistref Sirol Rhondda Cynon Taf  
Rhondda Cynon Taf County Borough Council

# Pecyn Gwybodaeth i Ymgeiswyr Candidate Information Pack



RHONDDA CYNON TAF

## JOB DESCRIPTION

### Temporary Apprentice – Administration Assistant

Post Reference Number: TBC

Date of Job Description:

|                         |  |
|-------------------------|--|
| <b>Salary and Grade</b> | NMW  |
| <b>Location</b>         | Ty Trevithick                                  |
| <b>Group</b>            | Human Resources                                |
| <b>Division</b>         | Pensions, Procurement & Transactional Services |
| <b>Section</b>          | Business Support ( Corporate Estates )         |
| <b>DBS Required</b>     | No   |

### Why have an Apprenticeship with RCT Council?

RCT Council's award-winning Apprenticeship Scheme has been running since 2012. In that time, we have employed over 300 apprentices across a variety of services.

During an Apprenticeship with RCT, you will work alongside experienced Council Officers, gaining job-specific knowledge and skills. Apprenticeships mix on-the-job training with classroom learning. They provide you with the skills you need for your chosen career that will also lead to nationally recognised qualifications. As an Apprentice you will earn while you learn, we pay National Minimum Wage.

RCT Council Apprentices also have access to a wide range of staff benefits which include:

- 25 days Annual Leave
- Discounted LeisureForLife Membership
- Vectis Card (staff discount)

To find out more about RCT Council's Apprenticeship Scheme and how to complete our application form visit our platform via the following link: [RCT Apprenticeship Platform](#)

## What our Apprentices have to say:

Find out what some of our past and present apprentices have to say about their apprenticeship placement with RCT Council.

[Case Studies](#)

[3 Words to Describe Your Apprenticeship](#)

[Industry Talks 1](#)

[Industry Talks 2](#)


## Purpose of the post:

- To provide administrative support to the Business Support Service area in accordance with the key objectives of the delivery Plan

## What you will deliver:

**Under the guidance and supervision of suitably trained staff, you, the apprentice will develop skills and abilities in, and assist the departments with:**

1. Complete the apprenticeship framework and undertake any other training relevant to the role, including coaching from a supervisor and on the job training.
2. Dealing with telephone and other face to face with internal / external customers in accordance with appropriate customer care practices, when necessary, accessing relevant corporate information systems.
3. Assisting with the development, maintenance and operation of the Divisions electronic mail / paper mail and any related document management systems.
4. To undertake typing / word processing where required.
5. To undertake updating / creation / and retrieval of information from databases e.g. MS excel or other specific Corporate Estates systems.
6. Processing of invoices for payment for goods and services received.

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7. To attend meetings to record minutes when required.
  8. Assist in specific project and research work when required by Business Manager.
  9. Produce statistical data/ information and reports as required by Business Manager.
  10. Assisting in the general administrative functions such as receipt/ dispatch of mail, photocopying, scanning, collation of documents, maintenance of documents, filing and retrieval of information from databases.
  11. Recording, co-ordinating and monitoring of complaints, compliments and suggestions received relating to service and ensuring response within the Corporate Feedback Scheme timescales.
  12. Assisting the Building Manager in Building Management tasks.
  13. To provide cover for other administrative teams within the Business Support Service when required/ Requested.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

*Protecting Children and Vulnerable Adults is a core responsibility of all staff.*

*All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).*

## PERSON SPECIFICATION

**This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.**

The **Knowledge/Qualifications** and Experience sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

### Knowledge / Education:

#### Experience:

| Essential  | Desirable   |
|--|---|
| <b>Essential</b><br>will be required to undertake a basic Welsh Language Induction to reach this level.<br>Please refer to The Welsh Language Skills Guidance online<br><a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a> | <b>Desirable</b><br>On the levels please refer to the Welsh Language Skills Guidance online<br>Experience of working as part of a team to achieve positive outcomes and objectives.<br><a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a> |
|  | Knowledge of MS Office Programs – Excel, Word.  |
|  |   |
|  |   |
|  |   |

## What skills you will use in the workplace:

|                                  |  |
|----------------------------------|--|
| <b>Competency Family</b>         | Administrators Competency Framework  |
| <b>Competency Areas</b>          | <b>Competency behaviours and values</b>  |
| <b>Working in a Team</b>         | Is open about difficulties and asks for support when necessary.                                      |
| <b>Communicating Effectively</b> | <b>Communicates clearly and concisely</b><br>Listens to others and actively checks own understanding |
| <b>Achieving Results</b>         | Is flexible, can switch tasks / roles/ prioritises to accommodate changes or new information.        |
| <b>Personal Effectiveness</b>    | <b>Is eager and willing to learn new skills</b><br>Is highly dependable and trustworthy              |
| <b>Focusing on Service Users</b> | Understands customers actual needs.  |

## Special Conditions and Professional Requirements

To complete the qualification and undertake any other training relevant to the post.

Ability to travel independently in line with the requirements of the post and any training required.