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**Post Title:** Business Support Apprentice

**Post Hours:** 37 hours per week

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**Responsible to:** Business Support Team Leader and Administration Assistant

**Responsible for:** None

**Main contact associated with principal duties:**

- All staff within Operational Services
  - Visitors and Members of the Public
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**Job Purpose:**

To work as part of a business support team providing Operational Services with administrative support in order to ensure the service area satisfactorily fulfils all its statutory and commercial obligations.

The Service Area provides critical frontline services such as refuse collection, bereavement services and oversees the maintenance of parks, cemeteries, sports pitches and local nature reserves. The Service as the Council direct services arm provides emergency responses to flooding, fallen trees and other emergencies the Council has a statutory duty to respond to under the civil contingencies' act of 2004.

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**Control of Resources:**

None

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**Main duties and responsibilities:**

1. To be an integral part of a business support team working with the Council's IT systems to deal with queries raised by members of the public.
2. To scan documents and maintain electronic records for the service area.
3. To assist with the processing of financial records for purchasing goods and processing of invoices for payment.
4. To assist with the weekly summary of transport sheets including issuing of instructions and collating of information regarding mileage and fuel consumption of Council vehicles.
5. To use of general office equipment and maintaining of established records.
6. To receive, allocate and distribute all post and mail within Operational Services.
7. To send emails and letters to members of the public and other colleagues within the Council.

8. To undertake reception and telephone duties, dealing with customer complaints and ensuring that good relationships are established and maintained with a wide range of customers and clients.
9. To ensure confidentiality in all elements of work.
10. To be aware of your responsibilities under equalities legislation, together with the objectives and targets required in the Equalities Action Plan and to ensure delivery of these objectives within the timescales specified.

Selection Criteria	Essential or Desirable	Assessment Method
<b>Qualifications</b>		
1. Education to GCSE Grade 4 or above in English and Mathematics, or equivalent.	Essential	Application Certification
<b>Knowledge, skills, abilities and experience</b>		
2. Some experience in administrative work.	Desirable	Application Interview
3. An ability to motivate self and work on own initiative and when required to work as part of a team.	Essential	Application Interview
4. A good level of keyboard skills, including a knowledge of Microsoft Word, Excel and Access.	Essential	Application Interview Test
5. Literacy skills necessary to produce letters and emails.	Essential	Application Interview Test
6. Numeracy skills necessary to carry out calculations, raise orders and process invoices accurately.	Essential	Application Interview
<b>Special Requirements</b>		
<ol style="list-style-type: none"> <li>1. All annual leave will be taken following consultation with and the agreement of the Business Support Team Leader.</li> <li>2. The post holder will be required to undergo further training, both 'in house' and college based, if required, and such training will be undertaken following consultation with the Business Support Team Leader.</li> <li>3. You will be based at Fleet Street, Nelson, but will be expected to report to and work from any of the authority's other depots and sites upon request, (without receiving any relocation or travelling expenses).</li> </ol>		

Date: July 2026