



ROLE PROFILE

Role Title: Investment Centre Apprentice

Service: Finance, Procurement and Commercial Services, Estates and Valuations

Directorate: Transformation, Housing and Resources

Accountable to: Senior Centre Assistant

Grade: Apprenticeship

Car Category: Occasional

Purpose of role

- To undertake a range of clerical and administrative services in order to help deliver a high-quality customer service to tenants, visitors and conferencing clients at West Lancashire Investment Centre.

Key Objectives

1	To be the first point of contact for greeting clients and visitors, ensuring a courteous and efficient reception service at all times
2	To manage the visitor / contractor signing in process.
3	To ensure the reception and waiting areas are kept clean and tidy at all times.
4	To handle incoming telephone calls and forward messages as appropriate.
5	To be responsible for the receipt and distribution / collection of post and parcels.
6	To provide clerical and administrative support to include word processing, spreadsheets, filing, photocopying and maintenance of records.
7	To assist with the raising of purchase orders and the processing of invoices.
8	To assist with the organisation of conferences held at the Centre.
9	To assist with fire drills and evacuation.





10	To assist with other duties when necessary as required by the Team.
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Scope

The post holder works as part of the Estates and Valuations team and provides support to the Investment Centre Manager, to enable them to deliver the service objectives in relation to operation of the West Lancashire Investment Centre.

The post holder will have contact with the team and service managers and officers from across the organisation, members of the public, local businesses, tenants, contractors and other users of the Investment Centre and will answer queries in a professional manner.

Work Profile

1. Strategy

The post holder is a member of the Estates and Valuations team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan.

2. Performance

The post holder will ensure that relevant performance targets are met in respect of undertaking their role.

They are accountable to the Senior Centre Assistant for the delivery of their own personal objectives.

3. Service Quality

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

4. Resource Management

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them, in order to undertake their own role.



5. Supervision and Management

The post holder has no line management responsibilities.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will be expected to communicate professionally and effectively with those contacting the service.

8. Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their immediate team, tenants, contractors, members of the public and other users of the Investment Centre.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

11. Working conditions

The post holder will be based in the West Lancashire Investment Centre.



12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus:

To meet the Council's Standards of Customer Care at all times.

14. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

20. Decisions and Consequences





The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

21. Work Context

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	A good standard of education to include a minimum GCSE Grade 'C' (Grade 4-9) or equivalent in English and Maths.	X		A
	GCSE ICT at Grade 'C' (Grade 4-9) or above (or equivalent)		X	A
	Experience of carrying out administrative duties, working in a front-line customer facing role		X	A, I
	Accurate keyboard skills with experience of using MS Office software Packages.	X		A, I
	An understanding of Customer Care practices and principles and the ability to promote the facilities of the Investment Centre.	X		A, I
Planning and organising work	Ability to work to tight deadlines on a wide variety of tasks	X		A, I, T



	Methodical and well organised, with a commitment to providing a quality service and attention to detail.	X		A, I, T
Planning capacity and resources	Delivery of results under pressure.	X		A, I, T
Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal skills remaining calm and courteous when under pressure and establish and excellent rapport with all customers.	X		A, I, T
PROBLEM-SOLVING Using initiative to overcome problems	Ability to work across the service's operations, to identify a range of appropriate solutions to issues and problems.	X		A, I
Managing risk	Ability to consider and assess risks associated with improving services and raising customer standards.	X		A, I
Managing change	Ability and willingness to continuously improve through implementation of changes on a regular basis.	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post.	X		A, I
Other	Commitment to Equality	X		I
	Commitment to Health & Safety	X		I





	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together**
- **We do what we say we will do when we say we will do it.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

