

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

<b>Job title:</b>	Business Administrator Trainee	<b>Location:</b>	Cotswold District Council, Cirencester
<b>Department:</b>	Service Support, Apprentices and Trainees	<b>Service:</b>	Support and Advice
<b>Reports to:</b>	Support Service Manager	<b>Working Hours:</b>	37
<b>Job group:</b>	App	<b>Peer group no:</b>	Apprentice
<b>Business World Post number:</b>	880000987	<b>Direct Reports (if applicable):</b>	None
<b>FTE Salary pro rata:</b>	£10.00 - £12.21 per hour	<b>Contract type:</b>	2 Year FTC

<b>Main purpose of this specific role:</b>	This is a unique opportunity to start your career as a Business Administrator completing a Level 3 Business Administration Apprenticeship in an organisation that provides services on behalf of a group of local Councils. Working as a Business Administration Apprentice you will be responsible for providing an important support role to our Client Support Team, who are involved in allocation of discretionary housing payments. This role will cover aspects of the handling of day-to-day tasks and providing general administration support to the officers and our customers. You will work towards a Business Administration Apprenticeship Level 3 qualification to support your development in this job role. There will be the opportunity to attend training at Cirencester College to enhance your Apprenticeship experience as well as on the job training.
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<b>Main requirements for this specific role:</b>	<ul style="list-style-type: none"> <li>• Develop an understanding of the Client Support team through on-the-job training.</li> <li>• Develop an understanding of all departments within Publica and actively engage in working together to improve our services within our organisation.</li> <li>• To successfully deal with customer enquiries efficiently and effectively through face to face, telephone, and email.</li> <li>• To use multiple IT systems to manage and resolve enquiries and record details accurately.</li> <li>• General office administration including photocopying, scanning and data entry.</li> <li>• To forward enquiries to the appropriate service or organisation and liaise with external customers</li> <li>• To effectively communicate with Officers, Senior members of staff and Councillors</li> <li>• Successfully complete the Business Administration Apprenticeship within 24 months.</li> <li>• Attend any additional training that is deemed necessary for the efficient delivery of the role</li> </ul>
<b>Essential qualifications/skills /experience specific to this role:</b>	<ul style="list-style-type: none"> <li>• GCSE Level 9 - 4 (formerly A* to C) Maths and English</li> <li>• Commitment to attain the Business Administration Apprenticeship level 3 qualification</li> <li>• Excellent interpersonal skills – Communicates effectively and confidently</li> <li>• Good level of IT and keyboard skills with a confident attitude to learn new systems</li> <li>• Excellent attention to detail</li> <li>• Problem solving skills – the desire to find an answer and confidence to seek help when appropriate</li> <li>• Proactive/self-motivated</li> <li>• Understand the importance of prioritising workload and meeting deadlines</li> <li>• Confident in communicating on the telephone, emails and face to face</li> </ul>
<b>Desirable Requirements</b>	<ul style="list-style-type: none"> <li>• The ability to learn new skills and tasks</li> <li>• Competent in using a range of technology and software packages, including Microsoft and Google</li> </ul>

<b>Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Good written and verbal communication skills</li> </ul>
	<b>Generic Job Profile:</b>
<b>Main Purpose of a role within this job group:</b>	<p>The purpose of the role is:</p> <ul style="list-style-type: none"> <li>• To provide transactional services to support and assist the business function, process and service delivery</li> <li>• To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area</li> </ul>
<b>Key Responsibilities of a role within this job group:</b>	<ul style="list-style-type: none"> <li>• Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed</li> <li>• Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures</li> <li>• Ensure all relevant customers and company information is captured and recorded accurately</li> <li>• Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required</li> <li>• Update and maintain internal data and records</li> <li>• Identify issues and escalate issues which may potentially impact service delivery</li> <li>• Undertake any other duties as reasonably required to do so</li> </ul>
<b>General Accountabilities:</b>	<ul style="list-style-type: none"> <li>• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>• To support the response to a major incident, including taking up a designated role within the emergency management framework</li> </ul>

<b>Special Conditions:</b>	<ul style="list-style-type: none"><li>• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li><li>• You will be expected to work reasonable additional hours in line with the needs of the service</li><li>• Full UK Driving License</li><li>• Ability to travel/ access to a vehicle for work purposes</li><li>• Your role will require a Baseline Personnel Security Standard Check (BPSS)</li></ul>	
<b>Date reviewed:</b>	07/2025	
<b>Reviewed by:</b>	Lauren Hanratty	
<b>Manager job title:</b>	Service Support Manager	
<b>Checked HRBP</b>	Name Jenny Wells	Date 21/07/2025