

Role Profile

Job Title	Compliance and Operations Apprentice
Location:	Colindale
Directorate:	Assurance and Public Protection
Service:	Assurance and Business Development
Grade:	Apprentice - Level 3 Business Administrator
Salary Range:	£25,025.25
Reports to:	Customer and Business Development Manager

1. Job Purpose:

To provide Business Support for the Assurance and Public Protection Directorate

To assist with system administration and production of management reports

To provide office management, clerical, and administrative support

2. Key accountabilities:

- Monitor the office spaces and office supplies used by Assurance and Public Protection staff, ensuring they continue to meet their requirements.
- Maintain staff structure charts, establishment lists, process workflows and procedure documents
- Routinely monitor shared mailboxes, take action on enquiries and requests, and respond in a timely manner.
- Assist senior managers with diary management, arrange meetings and events, prepare agendas, take minutes, and maintain action logs and trackers as required.
- Assist colleagues with training and conference bookings.
- Maintain spreadsheets, databases and business systems, and produce management reports.
- Support the Council's sealing process.
- Provide support in relation to recruitment, induction and onboarding of new staff. Support the delivery of the link officer duties in relation to Corporate Complaints, Freedom of Information and Subject Access requests, and Members' Enquiries.

- Support a culture that drives continuous improvement, efficiency, effectiveness, and customer satisfaction.
- Assist with and provide backup cover for key functions of the Customer and Business Development service, including:
 - a) Providing operational support including customer communication, coordination of resources, allocation and management of cases, invoicing, processing of applications, penalty notices and fines, and monitoring service performance.
 - b) Providing financial administration support, including raising purchase orders, goods receipting, paying invoices, forecasting, and providing relevant information for financial planning and management purposes.
- Assist with the administration of the Council's deeds, Deeds Index and Contract repository. Assist with queries regarding deed information and retrieval.
- This job description is not exhaustive and may change as the post or the needs of the Council may vary over time. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.
- The post holder will join a Level 3 apprenticeship course, with attendance required at a workshop every week. The course typically lasts 18 months. Successful completion will result in the award of a Level 3 Business Administration qualification.
- Over the course of the programme, the post holder will gain the important knowledge, skills and behaviours needed to succeed in the workplace.

3. Financial Responsibilities:

- No specific budget responsibilities.

4. Staff Responsibilities

- No line management responsibilities

5. Health and Safety Responsibilities

This role does include some elements of manual handling when undertaking work in the Deeds Room, for which training will be provided.

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices and guards provided for safety.
- Wear or use personal protective equipment where issued and instructed to do so, including lone-working devices.
- Report any accidents, incidents or hazards.
- Take care of your own and others' safety, health and wellbeing.

6. Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

7. Flexibility

- In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

8. The Council's Commitment to Equality

- To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

Person Specification

Job Title	Compliance and Operations Apprentice
Location:	Colindale/Hybrid
Directorate:	Assurance and Public Protection
Service:	Assurance and Business Development
Grade:	Apprentice - Level 3 Business Administrator
Salary Range:	£25,025.25
Reports to:	Customer and Business Improvement Manager

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
GCSE English Grades A-C	Essential	Application
GCSE Maths Grades A-C	Desirable	Application
Level 3 or above qualification in administration, business management, communication, customer relations and/or equivalent experience in a related business environment	Desirable	Application
Experience & Knowledge		
Experience of managing a varied workload and competing priorities, responding effectively to the needs of all stakeholders	Essential	Application/Interview
Knowledge and experience of delivering high quality customer service, and operations and business support	Essential	Application/Interview
Proven experience of using and maintaining databases for caseload management, data collection and reporting purposes	Essential	Application/Interview
Experience of working within a local authority or in a similar organisation/environment, or understanding of local authorities and the context in which they operate	Desirable	Application/Interview
Skills & Abilities		
Ability to accurately record and analyse data	Essential	Application/Interview

Excellent verbal and written communication skills	Essential	Application/ Interview
Innovative approach to work, with proven ability to identify and implement improvements	Essential	Application/ Interview
Excellent interpersonal, negotiating and influencing skills	Essential	Application/ Interview
Ability to deliver high quality, accurate and timely work with minimum supervision	Essential	Application/ Interview
Ability to handle confidential/sensitive information in an appropriate and secure manner	Essential	Application/ Interview
Highly competent user of Office365 (specifically MS Teams, Word, Excel, PowerPoint, Outlook, Copilot etc)	Essential	Application/ Interview
Ability to work effectively in a political environment, developing positive relationships with colleagues, senior managers, external partners and Members in a way that establishes confidence, credibility and trust	Essential	Application/ Interview
Demonstrates a high level of personal drive and energy	Essential	Application/ Interview
Adaptable, has a flexible attitude, and shows initiative	Essential	Application/Interview
Understanding of financial processes and ability to use financial systems	Desirable	Application/ Interview
Ability to produce and present reports	Desirable	Application/ Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say, "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview

Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate	Essential	Application/Interview

Caring for **people**, our **places** and the **planet**

commitment to ensuring these align to what is best for Barnet		
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview