

## PERTH & KINROSS COUNCIL

### **JOB PROFILE**

**Job Title:** Business & Human Resources Modern Apprentice

**Service:** Corporate & Democratic Services

**Section:** Human Resources

**Starting Salary:** £7,526.93

**Responsible To:** Business Support Officer, Human Resources

**Contract type:** Fixed term for 18 months

#### **Job Purpose:**

The apprentice will work under supervision to provide support to allow the Human Resource Service to deliver professional high quality and customer focussed services, during which time to undertake the Level 3 advanced apprenticeship in Business & Human Resources.

#### **Main Accountabilities**

- Provide a basic business & human resource service.
- Undertake basic research for business improvement.
- Use Microsoft Office software (Word, Excel, Powerpoint, Access) to produce documents and with appropriate training, utilise and manipulate be-spoke software.
- Assist in a wide variety of HR projects and initiatives which will support Council Services during a period of significant transformation.
- Contribute to a wide range of Modern Apprentice events and initiatives including fundraising for our chosen charity of the year and community volunteering.
- Make and receive internal/external telephone calls, dealing with enquiries personally, or obtaining or passing on information or referring caller to appropriate sources.
- Maintain various records, registers and statistical information, both manual and computerised.
- Assist in the efficient distribution of mail, both internal and external.
- Greet visitors and assist with enquiries, where applicable.
- Undertake filing and photocopying duties.

- Create business documents, gaining feedback from colleagues.
- Assist HR Officers when required on specific projects.
- Book travel and accommodation when required, providing the traveller with the correct documentation.
- Undertake and successfully complete the Level 3 Advanced Apprenticeship in Business & Human Resources.
- Undertake any other duties which may be allocated as and when required.

## **Job Specific Requirements**

### **Knowledge & Experience**

- Knowledge and experience of using Microsoft office software.
- Previous work experience would be an advantage.
- Ideally hold Core Skill qualification in Communication Level 3(Access) or equivalent (e.g. Key Skills).
- Ideally hold Core Skill qualification in Problem Solving at, or above, Level 4 (Int1) or equivalent (e.g. Key Skills).
- Have good verbal, written and numeracy skills.
- Have a good understanding of duties related to working in an office environment.
- Have an understanding of the purpose of Perth and Kinross Council.
- Have a genuine interest in pursuing a career in Human Resources.

### **Customer Care**

- Willing to deal with a variety of customers, both face-to-face and over the telephone in a manner which meets the Council's Customer Care Standards.
- Understanding of the customer journey.

### **Health & Safety**

- Able to cope with the demands of the job and attend on a regular basis.
- Willing to undertake Health & Safety training relevant to the post.

### **Equality & Dignity at Work**

- Treat colleagues and customers with dignity and respect.

### **Communication**

- Be able to follow and comply with procedures when dealing with sensitive and confidential information in order to comply with the Data Protection Act.
- Have good written and verbal communication skills via the telephone and face to face.

### **Flexibility**

- Willingness to be involved in team tasks and adapt to ongoing changes within an office.
- Ability to plan for unexpected additional workloads.

### **Achievement of Results**

- Willing to commit to meeting agreed timescales and targets in relation to the Level 3 Business and HR Modern Apprenticeship.
- Willing to accept feedback and use this to improve performance.

## **Quality**

- Ability to produce high standard of work.
- Attention to detail and accuracy.

## **Team Working**

- Able to work effectively as part of a team.
- Be able to follow instructions given by members of staff.

## **Decision Making & Problem Solving**

- Have the ability to know when to ask for assistance/guidance.

Are you aged 16-19 and are looking for an opportunity to learn and earn while you work towards a professional qualification? Do you consider you have the right attitude, savvy and commercial acumen which would lead on to a career path in Human Resources in local government and become a future leader who would strive to serve our community? If so, this apprenticeship is for you!

We have an opportunity for a young person to train as a Business & Human Resources Modern Apprentice with Perth & Kinross Council. You will become involved in assisting a wide variety of HR projects and initiatives which will support Council Services during a period of significant transformation. Public services are changing and the HR Team work across the organisation to facilitate and support workforce changes. You will gain skills in customer service, IT, administration, business support and transformation whilst building confidence and experience of working on your own initiative and within a team. The Council's Modern Apprentices also contribute to a wide range of events and initiatives including fundraising for our chosen charity of the year and community volunteering. Over an 18 month training programme, the Apprentice will undertake the Level 3 Advanced Apprenticeship in Business & Human Resources with the potential to progress to the Level 5 Diploma in Applied Human Resources should certain criteria be achieved. That journey will result in the apprentice being upgraded automatically to Associate Member of the Chartered Institute of Personnel & Development (Assoc CIPD).

We want to recruit a young person who can develop great relationships with people, has a positive, can do attitude, is prepared to learn new skills and can demonstrate their passion for pursuing a career in Human Resources. If you fit this description, apply now and see if you can secure your place as a future leader in Human Resources in local government, delivering great public services.

Over and above the opportunity to learn and earn, the successful applicant will be entitled to 25 days paid holiday per annum, join the Council's flexi working scheme and have access to join the Local Government Pension Scheme. For general enquiries or further information, please contact Deirdre Joy on 01738 475431 or e-mail DJoy@pkc.gov.uk