

Role Profile

Role:	Directorate Support Apprentice
Directorate:	Business Capabilities
Contract:	One Year Fixed-term
Salary:	£10'000
Role statement of purpose:	Provide an effective reception and administrative support service as part of the Directorate Support Team to various teams and managers across Transport for the North (TfN)
Reports to:	Directorate Support Officer

	Key Role Outputs(KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Support the deliver of consistently high quality, customer centred reception services	<ul style="list-style-type: none">) Be 'the face' of TfN. As the first person visitors see when they arrive into the TfN offices and uphold an image of professionalism through dress code, language and general demeanour.) Be proficient in the use of the telephony system to transfer calls efficiently and take messages accurately when unable to connect the caller.) Ensure visitors are greeted appropriately and that access security procedures are followed including signing in and out ensuring visitors are met with a smile and a 'can-do' attitude.) Ensure the reception area is kept clean and tidy and a clutter-free professional environment is maintained at all times.) Take responsibility for reporting cleaning issues to the cleaning company for immediate action.) Check the cloakroom facilities are adequate for ensuring that unnecessary clutter is not building up and take appropriate action as necessary.) Lead on improving/developing the procedures in place for the TfN Reception Service and follow all procedures in relation to reception duties at all times.
2.	Intranet support	<ul style="list-style-type: none">) Be responsible for actioning timely updates to the Intranet as directed.) Ensure that Intranet-held information is up to date by supporting with the audit process.) Obtain technical support via the approved method (Serviceline or other) where faults are identified and act as the owner up to resolution.
3.	Administrative support	<ul style="list-style-type: none">) Undertake various administrative tasks as directed, e.g. organising meetings, booking rooms, ordering catering, stationery, filing etc.) Be the first point of contact for managing the meeting room booking system and meeting management, including the

		<ul style="list-style-type: none"> preparation of meeting rooms and refreshments.) Manage annual leave requests and maintain the leave database, producing reports for the HR Team upon request.) Undertake other administrative duties as required by immediate line manager or other line managers within TfN.
4.	Meeting rooms and kitchen facilities.	<ul style="list-style-type: none">) Ensure all meeting rooms are maintained to a high standard in terms of cleanliness, stocked materials (pens, flip charts, safe environment, clean wipe boards) and that you can provide support in setting up the clickshare and audio/video conferencing facilities if called upon to do so.) Kitchen facilities are a joint responsibility to keep clean. Every TfN employee is expected to ensure that these shared facilities are clean and tidy at all times.
5.	Office Facilities	<ul style="list-style-type: none">) Support the evolving work space, taking a supportive role in co-ordinating DSE activity.) Actively contribute to reducing risks to health and safety in the workplace.
6.	Daily post delivery	<ul style="list-style-type: none">) Receive incoming post, open, scan on to the system and pass to appropriate colleague to distribute on the same day.
7.	Effective team working with other TfN officers	<ul style="list-style-type: none">) Work with the other TfN officers to provide a high level of support and administrative services.
8.	Completion of Apprenticeship related training	<ul style="list-style-type: none">) Attend college as part of the programme as outlined by HR & Skills) Complete fully all tasks and assignments/course work as a mandatory part of the Apprenticeship) Maintain a satisfactory level of performance and behaviour in college in line with TfNs expectations of all Apprentices who represent our brand.
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organizational legislation and policy:	<ul style="list-style-type: none">) TfGM/ TfN Safety Management System) TfGM/ TfN Dignity at Work policy) Information assurance and security in line with Cabinet Office requirements) Risk management) TfGM/ TfN policies and procedures) Equality and diversity legislation) TfGN/TfN Vision & Values
C2	Any other reasonable duties as required from time to time	

Key Interdependencies

Key Contacts	All visitor to TfN All TfN Employees Facilities External suppliers – catering, stationary etc Training provider Mentor Skills & Development Manager
Direct reports	None
Budgetary responsibility	None
Location	TfN, 4 Piccadilly Place, Piccadilly, Manchester

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Directorate Support Apprentice
(Knowledge, skills and experience required at selection stage)

E	Essential Experience:
E1	Experience of organising self and workload to a high standard
E2	An understanding of office and reception procedures
E3	Customer service experience and experience of working with a wide range of people
E4	Experience of using Microsoft Office applications and Microsoft Outlook
E5	Good oral and written communication skills
E6	Experience of writing emails to a professional standard
D	Desirable experience:
D1	Experience of using other specialist IT packages.
D2	Experience of handling a telephone switchboard or previous meet and greet/reception duties
EQ	Essential Qualifications:
EQ1	Educated to GCSE Grade C or above (including English and Maths)
EA	Essential Attributes:
EA1	A commitment to deliver the agreed work plan to the timescale and standards required
EA2	An approach of 'no surprises please' – keeping your manager and others informed of the potential for significant change to the work plan – unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors
EA3	A customer focused approach - an understanding of, and appropriate response to, the expectations of TfN and external customers the role holder must work with
EA4	An ability to work effectively with colleagues whose work will be impacted by your activities, and of those where you will be affected - managing the interdependencies
EA5	A commitment to manage and review your workload on a regular basis
EA6	An ability to work without close supervision
EA7	Pride in consistently delivering work to required standards and deadlines
EA8	Able to make positive contribution to work teams
EA9	Punctual and a track record of good attendance
EA10	Prepared to assist others to manage fluctuations in workload