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| Opportunity Details |  |
| **Opportunity Title** | Business Support Apprentice (Early Years) |
| **Department/Service** | Early Help Early Years |
| **Address** | Early Years  Westminster City Council  215 Lisson Grove  London NW8 8LF |
| **Short Description:**  Brief outline of vacancy | The post holder will provide administrative support to the Early Years team within the Children’s Services delivery unit by provision of general support to the team, carrying out a range of administrative duties, both predetermined and as and when necessary.  Acting on own initiative to help maintain the smooth running of the office and prioritise a number of various and simultaneous tasks. |
| **FULL Job Description** of vacancy to identify:   * The role and how it fits within the organisation * The department, area or team that the vacancy applies to * Key responsibilities * The day to day contact within the organisation | • To share the responsibility of screening incoming calls, dealing personally with queries, enquiries, complaints, and redirect calls to appropriate officers.  • To process incoming mail as required and respond or pass on to appropriate officer  • To be responsible for the teams’ resources and filing system  • To arrange venues, travel and refreshments for service wide training events and meetings  • To administer the booking system for training applications and to prepare training material and enter details onto relevant IT system, including maintaining distribution list  • To arrange printing and photocopying to support the various events  • Assist with the preparation and management of meetings, panels and events - including room booking, minute taking and organising travel arrangements; timely circulation of papers.  •To process data, new applications and enquiries for the childcare offer entering information into the relevant IT system and store documents into the electronic social care record system, scanning and copying documents as appropriate  • To assist with some financial duties: e.g. processing orders and invoices as directed  • Use of MS Office and to input data as required on the teams databases  **General Responsibilities**  • Assist in provision of appropriate administrative systems to support the work of the service/team –contribute to team meetings; co-ordinate team diary; ensure the team are kept up to date with relevant documentation and that users have appropriate access  • To undertake any such additional duties that is reasonably commensurate with the level of this post |
| **Number of positions available** | 1 |
| **Hourly Wage:** | Level 3 - £8.97 per hour 36 hours per week |
| **Working Week:**  This must set out:   * Working days * Times to detail shift work * Summary of the hours | 36 hours a week/ all year  Monday to Friday, office hours.  However, this role will ask the apprentice to work evenings and weekends as and when required. |
| **Future prospects description:**  This should be completed so that candidates can see the opportunities which the vacancy could lead to, but this must be realistic. A low starting wage may be offset by the prospects. | This is an excellent opportunity to learn about the Early Years education sector and develop knowledge and administration and customer liaison skills within this busy department. |
| Service Details |  |
| **Service Description:**  This should clearly describe what the service does,  Please reflect the size, location and environment where possible. | The Childcare Act 2006 place a duty on local authorities to work in partnership with providers to influence childcare provision, as far as reasonably practicable, to ensure that there is sufficient, high quality, accessible, flexible and affordable childcare for children aged 0-5.  **Early Years’ Service aim to:**   * Provide information, advice and assistance to parents and providers on the provision of childcare/early years education in the area * Secure early years provision free of charge for all three and four year olds * Support vulnerable families accessing free childcare through the 2 year old offer and the CiN childcare placement, especially targeting vulnerable families   Research studies clearly demonstrates that sufficient, high quality, accessible, flexible and affordable childcare are all dynamic factors enabling a child to thrive, supports the impact on children’s outcomes and the development of lifelong learners. The 2 year old offer have had a significant impact on children from disadvantaged backgrounds by improving the wellbeing of young children and reduce the inequalities and as a result: there is evidence of a reduction in child poverty. Moreover, it also reveals a positive impact on the local economy and can support regeneration and employment. |
| **Service website** | <https://fisd.westminster.gov.uk/kb5/westminster/fis/home.page> |
| Vacancy Location |  |
| **Vacancy Location:**  This is the address where the Apprenticeship will be based, if not located at the address in Employer Details. | Early Years  Westminster City Council  1st Floor  215 Lisson Grove  London NW8 8LF  However, the role will require travel to various locations within Westminster. |
| About the Candidate | |
| **Skills required:**  List the key skills (technical and soft skills) sought. | * Ability to work towards Level 3 Apprentice Qualification * Experience of using computers on a business network running Microsoft packages (Outlook, Word, Excel and PowerPoint) , email, Internet and a willingness to learn to use various data systems. * Ability to follow written and verbal instructions and agreed processes, to set standards and timescales * Effective written and oral communication skills * Ability to work quickly and accurately under pressure whilst ensuring attention to detail. * Evidence of ability to work within a team environment, demonstrating tact and diplomacy with other members of staff and service users |
| **Personal Qualities:**  Identify the key personal qualities required for the role. | * Team player * Attention to detail * Organised * Positive and have a ‘can do’ attitude * Motivation is key! * Dedication * Have an **interest in childcare and early years** |
| **Qualifications Required:**  List the key qualifications for this role. |  |
| **Driving Licence Required:**  Please identify whether the applicant needs to be able to drive. | No |
| Additional Detail | |
| **Important Other Information**. For example:   * Working away * Travel * Shift work * Study for additional examinations | N/A |
| **Reality Check:**  This should be completed when it is important for the candidate to be aware, for example, that the vacancy will be based outdoors or will involve long of periods of working on a computer. | This role will involve working with children and vulnerable adults which requires a DBS check, as well as: undertaking training in safeguarding, confidentiality and information sharing. |
| Key Dates | |
| Possible start date | To be confirmed |