



## Job Profile and Working for Stockport

### Our Council

**Join us at Stockport Council – MJ Local Authority of the Year 2025**

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





## Ambitious Stockport, creating opportunities *for everyone*

### About the Job

<b>Role:</b>	School Admissions Administration Apprentice
<b>Service Area:</b>	Education
<b>Directorate:</b>	Services to People – Children's
<b>Salary Grade:</b>	National Minimum Wage

### Main Purpose of the Job

We are looking for an apprentice business administrator for 18-24 months who will be an integral member of the School Places, Admissions and Transport Team.

You will provide high quality, customer focused, flexible and timely support to the team and its stakeholders, thereby contributing to the achievement of a high-quality service.

With training and support, you will assist in undertaking a range of administrative duties including providing administrative support to the Complex Admissions Officer to ensure that unplaced and vulnerable children, and those who are having difficulty securing a school place in-year are placed promptly.

### Key Responsibilities

- Taking personal responsibility for high quality customer services and a safe working environment
- Gaining an in-depth knowledge of Admissions, Appeals, Fair Access and Transport; being able to answer complex queries, and signpost to other appropriate services
- Identifying, responding and resolving issues arising ensuring we are fair, transparent and reasonable in our responses.
- Working as part of team understanding and focussing on how the role supports the teams and departments priorities and contributing to process improvements
- To understand the risks associated with the nature of the service you are supporting, identifying areas of concern and raising these appropriately
- With training and support, use a variety of software packages and systems
- Update, maintain and produce information from administrative systems (manual and electronic) to ensure delivery of a high level of service.
- Commitment to continuous personal development and improving the service.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people



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on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.

- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

### Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

## About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.
- Ability to communicate ideas and results clearly, concisely and effectively.
- Good interpersonal skills and the ability to contribute to and learn from the wider team.
- Good time management and organisation skills, with the ability to prioritise work and manage your time effectively.
- Ability to interpret policy and guidance and know when something needs to be referred to senior team members.
- Good level of literacy and numeracy skills to produce written communication, letters and other documentation.
- The ability to work flexibly in order to meet the needs of our service.
- Willing to undertake Business Administration Apprenticeship qualification.
- Hold GCSEs (or equivalent) in English and Maths