

Role:	Stakeholder Engagement - Business Administration Apprentice (Level 3)
Directorate:	Customer and Growth
Salary Band:	900
Post reference:	CAF61
Job Evaluation Date:	NA
Reports to:	Relevant PEI / Partnerships Manager

Role statement of purpose:

The Business Administration Apprentice will form an important part of the Partnerships, Engagement and Inclusion (PEI) team, supporting partnership working, engagement and consultation activity that shapes transport policy and services across Greater Manchester.

The PEI team brings together three connected specialisms: People and Place, Business Engagement, and Consultation and Inclusion. The apprentice will work across all three areas, gaining a broad understanding of how TfGM engages with communities, representative and lived experience groups, businesses and stakeholders to inform inclusive decision-making. The role provides the opportunity to develop core business administration skills through a Level 3 Business Administration Apprenticeship, while gaining first-hand experience of working in a fast-paced, high-profile public sector team. The postholder will support engagement activity, partnership coordination and lived experience involvement, helping ensure that the voices of communities and stakeholders inform TfGM decision-making and the development of transport policy and services.

VALUES AND BEHAVIOURS

TfGM's purpose is to improve lives by connecting people and places in Greater Manchester. This is underpinned by our core values:

Deliver – We do the right thing and stick to our commitments

Adapt – When we move forward, so does Greater Manchester

Care – We look after each other, our customers, our city region and our planet

The role holder is expected to demonstrate TfGM behaviours, including working together, sharing knowledge, putting customers at the heart of what we do, and contributing to a safe, fair and inclusive culture.

KEY ROLE OUTPUTS (KROs) AND KEY ACTIONS

These set out what must be achieved for the apprentice to be successful in the role, and how this will be delivered.

	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.	Be professional, reliable and enthusiastic in a fast-paced engagement environment	<p>Attend off-the-job learning and workplace activity regularly and reliably, in line with TfGM policies and procedures.</p> <p>Deliver tasks and apprenticeship work to agreed deadlines and standards, escalating issues where appropriate.</p> <p>Work closely with the line manager and PEI colleagues, responding positively to feedback and support.</p> <p>Provide support to, and work collaboratively with, other apprentices and early careers colleagues where relevant.</p>
2.	Provide high-quality administrative support for PEI engagement and consultation activity	<p>Provide end-to-end administrative support across multiple PEI projects and workstreams.</p> <p>Support engagement activity linked to operational programmes such as Metrolink maintenance and renewals, including drafting letters to affected stakeholders and assisting with the development of frequently asked questions (FAQs).</p> <p>Coordinate meetings, workshops and engagement sessions, including agendas, papers, actions and follow-up.</p> <p>Maintain PEI engagement trackers and shared spreadsheets to record activity, actions and attendance.</p> <p>Support the administration of consultation timelines, response handling and associated records.</p> <p>Undertake wider administrative tasks to support team delivery, including raising purchase orders, processing invoices where required, and maintaining accurate records in line with TfGM procedures.</p>
3.	Support engagement with lived experience and equality groups including the Disability Design Reference Group and Business Transport Advisory Council	<p>Assist with the coordination of the Disability Design Reference Group (DDRG) and other lived experience, such as TfGM’s Business Transport Advisory Council, and equality panels.</p> <p>Support communication with panel members and representative groups across Greater Manchester.</p> <p>Collate and log feedback and insights from lived experience engagement against relevant projects or proposals.</p> <p>Maintain clear records to support transparency, accountability and follow-up.</p> <p>Support the development of accessible and easy-read communications to ensure materials are inclusive and usable by a wide range of audiences.</p>

4.	Support partnership and stakeholder engagement across Greater Manchester	<p>Support engagement with local authorities, voluntary, community and social enterprise organisations, business groups and other partners.</p> <p>Maintain stakeholder contact lists, engagement logs and distribution records.</p> <p>Assist with coordinating briefings and meetings involving internal and external stakeholders.</p> <p>Support clear and consistent information-sharing across the organisation</p> <p>Support event co-ordination and delivery - including attendance at events alongside other TfGM colleagues (suggested wording)</p>
5.	Support thematic analysis of engagement and consultation insight	<p>Organise qualitative feedback from consultations, engagement sessions and lived experience groups. Categorise and theme feedback to support reporting, analysis and evidence-led decision-making.</p> <p>Maintain records that link engagement insight to specific projects, programmes or policy proposals.</p> <p>Support the preparation of summaries and briefings that enable teams to act on engagement insight.</p>
6.	Contribute positively across PEI's specialisms and wider team activity	<p>Support shared team working across People and Place, Business Engagement, and Consultation and Inclusion.</p> <p>Attend team meetings and engagement planning sessions, contributing appropriately.</p> <p>Support shared team tasks and priorities, flexing to changing workloads where needed.</p> <p>Demonstrate behaviours that support a safe, fair and inclusive team culture.</p>
<p>Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i></p>		<p>Key Actions <i>These set out how the COs will be achieved – the activities required.</i></p>
C1	Ensure you comply with all organisational policies and relevant legislation:	<ul style="list-style-type: none"> • Data Protection legislation • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Bus Operator contractual management • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements; • Risk management • TfGM policies and procedures • Equality and diversity legislation • TfGM Vision & Values • Act in accordance with TfGM's behaviours and competencies

C2	Any other reasonable duties as required from time to time	
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APPRENTICESHIP AND PROGRESSION

TfGM is committed to attracting, developing and retaining talent, and this apprenticeship forms part of our approach to creating meaningful development opportunities within the organisation. The postholder will be appointed on a fixed-term apprenticeship contract and enrolled on an approved Level 3 Business Administration Apprenticeship programme, with six hours per week allocated for off-the-job learning.

On completion of the apprenticeship, progression opportunities may be explored subject to business need and approval. This could include the creation and advertisement of a substantive role depending on organisational requirements at the time.

EQUALITY AND DIVERSITY

TfGM welcomes applications from a diverse range of candidates and is particularly keen to encourage applications from groups who are underrepresented in the transport sector. We recognise that some groups face greater barriers to accessing opportunities and are committed to taking positive steps to address this and widen access to employment.

We want our workforce to better reflect the communities we serve across Greater Manchester and are committed to creating an inclusive and supportive working environment.

Key Interdependencies	
Key Contacts	
Direct reports	
Budgetary responsibility	
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

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	ROLE: <i>(Knowledge, skills and experience required at selection stage)</i>
E	Essential Experience:
E1	Clear written and verbal communication skills, with the ability to share information in a simple and professional way
E2	Ability to work well as part of a team, supporting colleagues and contributing to shared tasks
E3	Good organisation and time management skills, with the ability to manage multiple tasks with support
E4	Ability to pay attention to detail when completing administrative tasks
E5	Comfortable using or willing to learn basic IT systems (e.g. Microsoft Word, Excel, Outlook, Teams)
E6	Willingness to learn new skills and develop through the apprenticeship programme
E7	Ability to follow processes and instructions, confidence to ask questions when unsure
E8	Interest and able to work with people and stakeholders, including communities or partners
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Maths and English GCSE grade A*-C/9-4 or equivalent Level 2 Qualification (or willingness to work towards)
EA	Essential Attributes:
EA1	A creative thinker
EA2	Shows awareness of and respect for the views and experiences of others, including colleagues and stakeholders
EA3	Good attention to detail
EA4	Able to understand and work with information, with support, to complete tasks accurately
EA5	Able to manage tasks and meet deadlines, with support from the team
EA6	Shows a flexible and positive approach to work, adapting to changing tasks and priorities
EA7	Demonstrates a willingness to learn and get involved in a variety of tasks and activities
EA8	Shows a motivated and organised approach to completing work
DA	Desirable Attributes: