

## Apprentice Exchequer Services Administrative Assistant

## Role Profile

**Service:** Exchequer Services  
**Band:** Band 1  
**Reporting to:** Exchequer Services Team Leader  
**Responsible for:** No direct reports



**TRAFFORD**  
**COUNCIL**

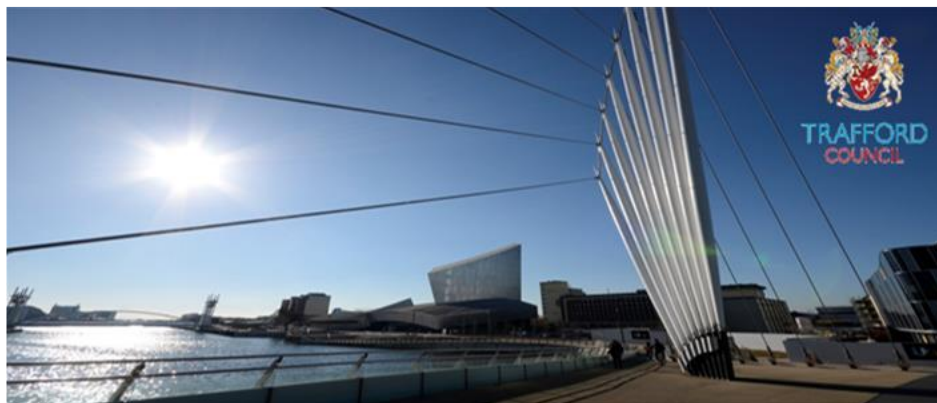
### About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



### Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

Exchequer Services sits within the Finance and Systems directorate and is responsible for the main financial tasks of the Council including:

- The billing and collection of Council Tax and Business Rates
- The assessment of Housing Benefit and Council Tax Support
- Social Care Financial assessments for those being cared for at home or in a residential Care Home
- The recovery of all associated debt owed to the Council

Exchequer Services have an excellent record in supporting and developing Apprentices, many of whom have progressed internally within Exchequer Services or elsewhere within Trafford Council.

### Your Main Priorities

- Handling and inputting data, ensuring accuracy, confidentiality and security of data processed including adherence to the Data Protection Act (or relevant legislation).
- Processing transactions accurately, speedily and in accordance with Council policy.
- Liaison with other sections, departments and outside bodies.

### Key duties

- Undertake a development programme (on-site and off-site) including participation in required training and learning leading to a Business Administration Apprenticeship qualification.

- Provide a polite, efficient and responsive service and deal with enquires and requests for information both written and verbal from a wide range of internal and external customers.
- Use a variety of software packages and systems when dealing with customer enquiries and for providing management information.
- Produce a range of documents including letters, reports, minutes, emails, spreadsheets, forms and other written documents as required.
- Assist with the updating, maintenance and extraction of information from all manual and electronic information systems accurately as required.
- Undertake research and collate information as required to support the team and service aims and objectives.
- Process incoming and outgoing mail, opening, stamping, recording and distributing.
- Support meetings and events including booking rooms and refreshments, setting up rooms, preparing information and providing administration for meetings.
- Undertake general office duties including filing, photocopying, e-mailing and scanning.
- Issue, monitor and confirm orders for stationery and other supplies as directed, in line with procurement guidelines.
- Maintain a high level of confidentiality, in line with service requirements and that all work is undertaken to prescribed standards and timescales.
- Carry out any other duties appropriate to the grade of the post which may be required by the Service.

## About You

### **Qualifications and Professional Development**

- GCSE English and Math's grade 9-3 (grades A-D) or equivalent (e.g. Level 1 or Level 2 Functional Skills in English and Math's)
- Must be able to meet the above minimum requirements of the training provider for access onto a Business Administration Apprenticeship programme (If evidence cannot be provided, a diagnostic test can be undertaken which is carried out by training provider, subject to meeting the experience/knowledge and skills/abilities requirements below)
- Commitment to undertaking the apprenticeship training framework and any in-house training and development.

### **Experience and Knowledge**

- An understanding of good customer service standards and how to deal with customer conflict and challenge
- An understanding of the issues presented working in a busy, varied and pressurised environment and the challenges that this can present
- Demonstrate a commitment to learning and strong desire to develop new skills and knowledge

**Skills and abilities**

- Ability to work in a busy, varied and pressurised environment
- Good ICT and keyboard skills including use of Microsoft applications such as Word and Excel
- Good interpersonal and communication skills, both written and verbal
- Good planning and organisational skills – able to prioritise your own workload and meet deadlines
- Good literacy and numeracy skills
- Ability to record accurate information
- Ability to work as part of a team but also on own initiative with minimal supervision
- Committed and able to learn new skills – taking ownership for keeping your knowledge and skills up to date
- Ability to work flexibly in order to adapt to changing work priorities and service needs

**Special Conditions**

- DBS Required

Date prepared/revised	Existing updated & transferred to new template 10.4.24 / Pay band updated 10.9.24
Prepared/revised by	HR / Rachel Burns
Job Evaluation	N/A

**Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

**Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

**Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.