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## Your job

**Job Title: Team Wigan Business Apprentice**

**Service: various teams across Team Wigan**

**Grade: National Minimum Wage for Age**

**Reporting to: Line Manager**

Wigan Council are on an exciting journey and our vision, Progress with Unity, will allow us to strengthen the way we work to make Team Wigan a brilliant place.

As a Team Wigan Business Apprentice, you will provide a comprehensive administrative support service to your designated team. This will involve dealing with internal and external customers both face to face, on the telephone and via email. Input and extract data through a variety of Data, Management Information and ICT systems and provide general support to the team.

You will also be required to spend a proportion of your time undertaking either a Level 3 Business Administration or Data and Business Insights apprenticeship qualification and will gain a range of skills and experience whilst learning from professionals within the organisation.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

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## **In this job you will:**

- Act as the first point of contact for any enquiries, referring onto others as required.
- Responding to routine and ad hoc requests for information.
- Maintain relevant data, Management Information and ICT systems, inputting or extracting data.
- Manage and update databases and produce reports.
- Provide admin support in preparing for meetings, booking rooms, printing and collating documents and arranging refreshments.
- Act as minute taker for meetings if required.
- Attend meetings when required and work alongside internal and external colleagues, including meeting and greeting visitors.
- Assist with the preparation of documents such as letters, reports, spreadsheets using various software packages including mail-merge and PowerPoint.
- Carry out research to support the team.
- Assist with maintaining a variety of records.
- Operate in line with Wigan Council policies and procedures.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules
- Have a flexible approach including the ability to work in the office and remotely from home or another office base, depending on the needs of the team/service.

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## **In this job you will need:**

You must be able to demonstrate the following essential requirements:

- GCSEs A-C/4-9 in Maths and English (or equivalent) or willingness to achieve this level during your apprenticeship
- GCSE A-C/4-9 in ICT is desirable
- Ability to work towards either a Level 3 Business Administration or Data and Business Insights apprenticeship qualification
- The ability to work accurately and follow instructions
- The ability to plan work and manage your own time
- The ability to work under pressure and meet deadlines
- Ability to work flexibly as part of a team to meet service needs, within the core hours of 7am -7pm

- To be enthusiastic and committed to providing excellent customer care
- The ability to use own initiative
- To be keen to develop a wide range of skills required to work within a busy administration environment
- The ability to input, extract and analyse data using a variety of systems.
- Good communication skills with the ability to build effective working relationships with colleagues and customers

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## Our Culture

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

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”