
Your job

Job Title: Team Wigan Apprenticeship

Service: Various teams across Team Wigan

Grade: Apprentice Corporate Rate - 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 Apprentice, you will be expected to provide a comprehensive administrative and data management support to your designated team. You will input and extract data through a variety of data, management information and ICT systems and provide general support to the team. You will work as part of a busy team dealing with internal and external customers including local residents, face to face, on the telephone, and via email.

You will be required to spend a proportion of your time undertaking a recognised Level 3 qualification in a business support function 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.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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 records, management information and ICT systems, inputting or extracting data.
- Manage and update databases and produce reports.
- Attend meetings as required, taking minutes when necessary, and work with internal and external colleagues, including greeting visitors.
- Assist with the preparation of documents such as letters, reports, spreadsheets using various software packages including mail-merge and PowerPoint.
- Use a variety of techniques to create visual charts and data presentation tools to present data to different audiences.
- Analyse data to identify trends and patterns and understand residents' behaviour to assist in improving service delivery.
- Carry out research to support the team.
- 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

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 a Level 3 qualification in a business support function
- 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

- 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, within the core hours of 7am -7pm
- The ability to use own initiative
- To be keen to develop a wide range of skills required to work within a busy support function team including using innovative digital tools, such as AI and Microsoft packages
- 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

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.

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