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#### JOB DESCRIPTION

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| Job Title | Level 3 **Team Operations Assistant** |
| **Grade** | Apprentice |
| **Directorate**  | Corporate Services |
| **Section** | Corporate Strategy & Policy Design  |

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| **Job purpose** |
| To provide support to the Strategy & Policy Design team in delivering key projects and team operations, by carrying out a diverse range of tasks necessary to plan, organise and deliver projects and administrative tasks, which will enable the completion of a Business Administrator apprenticeship. |

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| **Main duties and responsibilities** |
| The responsibilities of the postholder will change as they progress through their apprenticeship. Support the team with various aspects of project delivery, including project check-ins, knowledge and resources management and manage the teams logistics.**General information about the role****General duties*** Provide project and operational support as directed by your line manager.

 * Communicate with and develop relationships with external customers/stakeholders
* Lead a project to improve a process or implement operation change that contributes the the team operations.
* To work with the Management Team, Policy Designers, Service Designers and User Researchers providing support on project delivery, asset management, and scheduling activities.
* Draft briefs and presentations in relation to project governance (agendas, boards, management team meetings); proactively support/coach 2 or more colleagues to produce documents and learn a skill/task or process
* Contribute to reports, project plans and written presentations, which also includes liasing with relevant people to gather information and evidence
* Employing relevant project delivery principles, skills and tools to carry out a variety of daily and weekly tasks to assist in the planning and preparation of team activities.
* To provide an administrative function in organising ans chairing meetings, which will typically involve note taking and sharing, booking, and organising meetings
* To draft correspondence and respond to requests for information from internal and external partners
* Make improvements to project and team working practices, using your initiative and instinct to suggest potential solutions.
* Manages resources and takes responsibilities for team logistics (e.g. venue booking, diary management).
* To gain knowledge and understanding of Camden Council policies and procedures and the practical application of the Camden Ways of Working to best serve citizens and businesses
* To meet all learning commitments of the apprenticeship as directed by the line manager and the training provider. This could include presentations, gathering evidence for your portfolio, written assignments, and exams.

**Team Operations Support specific duties*** Please refer to the outline of the apprentice course (link below) – the detail under knowledge skills and behaviours will form part of your duties and learning.

<https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator-v1-0> Note: All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties. |

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| Work environment and relationships |
| This post requires a positive attitude and ability to adapt to changes.Now that the Covid restrictions have been lifted, the postholder will be required to work some part of each week in the office (5 Pancras Square). The postholder will be required to engage regularly with their line manager and others to enable the work and assignments to be carried out and build relationship. The post holder will be required to liaise with various teams and services across the organisation. Key contacts will include staff across all parts of the Council including senior staff and members of the public.When engaging in citizen and staff research or testing the postholder will be expected to work across the borough and at specific engagements (if on a weekend, time off in lieu will be provided).The postholder will be required to work flexibly, under direction to help meet the priorities of the team.  |

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| Work dimensions |
| The postholder will be encouraged to use their initiative to complete certain tasks, with close supervision. The post holder will be encouraged to work in an innovative and creative way that puts the citizen at the heart of policy design. Responsibility afforded to them will increase as the apprenticeship progresses.The postholder will be required to liaise with services across the Council and at all levels. Key contacts are likely to include:* Other services within the brough
* Citizens
* Businesses

Relevant training for the role will be provided. |

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| **Qualifications, Skills,** **Knowledge, and Experience** |
| **Qualifications** |
| Essential* GCSE English and Maths Grade A-C or equivalent.
 | Desirable* A level 2 qualification.
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| **Skills** |
| Essential* Good written English (including good grammar)
* Ability to use Microsoft Office IT systems and software packages
* Strong IT and digital skills set (e.g. google docs, using online project management systems and remote collaboration tools such as MS Teams/Yammer).
* Excellent organising and co-ordinating skills
* Able to form relationships and liaise with different members of the organisation in different roles and levels
* Ability to clearly communicate in person and in writing
* Ability to work flexibly and proactively meet deadlines whilst understanding the needs, timescales, and deadlines of others
* Able to adapt and review priorities according to the needs of the team and colleagues
* A drive to be curious, to understand problems and want to solve them.
* A strong commitment towards successfully completing the Level 3 Apprenticeship in Business Administration.
 | Desirable* Experience of using collaborative online tools such as Miro, Trello and Jamboard
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| **Knowledge and Experience** |
| Essential* Experience of collaboration and teamwork
* Experience of prioritising workload in a work or a social/personal environment
* Experience of drafting and typing correspondence in a work or a social/personal environment.
 | Desirable* Experience of working as part of a team
* Experience of overseeing and managing logistics and team resources
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