

Business Support Trainee – Grade 3 – 5 (Progression grade up to Grade 5)

At Kirklees we work in an innovative and creative way to deliver our services to our communities. We are always looking for better and smarter ways to work and the right people to help us to do that.

As a Business Support trainee you will undertake various roles within the Welfare & Exchequer Service as part of your training and development. In year 1 you will undertake a level 2 qualification in Business Administration. In years 2 and 3 you will undertake a level 3 qualification as an Operational Delivery Officer. Your salary will be dependent on the qualifications you achieve as well as satisfactory performance and attendance in the work environment over the course of your traineeship. You will need to be flexible as you will be required to work with a number of different teams across the service. The role is generally office based and you will be required to use a PC and a range of IT packages.

This role is based within the Directorate for Finance, IT and transactional services (Welfare and Exchequer). Click [here](#) to find out more

To find out more about working for Kirklees please click [here](#)

The Job

You will provide a flexible and responsive approach to a range of duties including:

- Routine word processing
- Arranging meetings and taking notes, as appropriate
- Supporting meetings and events
- Data processing (input and retrieval) – including service based IT systems
- Information and records management
- Respond to customer enquiries, signposting as required
- General administrative duties including filing, photocopying, scanning, sorting and distributing post etc.

You'll develop an understanding of the service core business and how this fits into the new council.

The job will involve working under the direction of management and on your own initiative.

You'll work with a number of different teams and deal with a variety of customers.

Appropriate training and support is provided to meet your personal development needs in order for you to progress in the service.

Job Checklist

- Able to be flexible and committed to meet your own development and service needs
- Ensure accurate and up to date records are maintained
- Demonstrate good interpersonal skills
- Demonstrate good communication skills
- Demonstrate good numeracy and literacy skills
- Display good customer service skills
- Ability to use a range of IT software packages including email, word processing and internet
- Deal with confidential and sensitive information in an appropriate manner, complying with legislative requirements and council policy and procedures
- Work you undertake is planned to meet target standards and deadlines
- Work proactively as a member of the team to achieve objectives
- Makes a positive contribution to the team
- Performs in a consistent and effective way reflecting on own performance in order to achieve results
- Demonstrates a positive attitude to change and improvements
- Please click [here](#) to see your responsibilities related to safeguarding

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Flexible and proactive, with a positive approach open to new ways of working and keen to provide excellent customer service.

A friendly and polite manner, enjoying the opportunity to engage with a wide range of customers both inside and outside the council. This will give you the opportunity to put in to practice your interpersonal skills.

The ability to work under direction and on your own initiative.

Good interpersonal and communication skills to be able to build and maintain good relationships with colleagues across the service/council

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. To find out more about Council Behaviours and Expectations please click [here](#) and click on the tab at the top "Working for Kirklees".

Eligibility Criteria

- You have been resident in the UK for at least 3 years (there are some exceptions to this so applicants will need to be considered on case by case basis as required).
- You are not in full time compulsory education at the start of your traineeship contract.

Person Checklist

- IT skills to support working with packages such as Word and Excel as well as service specific IT packages
- Good level of written communication skills both written and oral
- Numeracy skills to be able to undertake accurate calculations, data input and information management to given deadlines
- Demonstrates a positive and professional approach
- A proactive approach to problem solving
- Be organised and be able to manage your time effectively to deliver within timescales
- Demonstrate excellent customer service at all times
- Committed to personal and career development and willing to undertake further training
- Flexible and adaptable approach to working in a team
- Able to travel to meetings at different locations
- Ensures Health and Safety of others and yourself is in line with procedures
- Accepts that an enhanced Disclosure & Barring Service check may be required.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.