

<b>Job Family:</b>	<b>TBA</b>	<b>Grade:</b>	<b>Level 3</b>
<b>Job Title:</b>	<b>Public Service Operational Delivery Officer Apprentice</b>	<b>Directorate:</b>	<b>Public Health and Wellbeing</b>
<b>Date:</b>	<b>July 2022</b>	<b>Version:</b>	<b>1:1</b>

#### **Role Profile - Details Specific to Grade**

As an Apprentice, the post holder will contribute to the delivery of the service plan by providing a co-ordinated, consistent and high quality service within the Department.

The post holder will be required to work flexibly across all Service areas, responding to the different demands of the business.

Carries out a range of tasks and uses a variety of equipment and technology. Will carry out a variety of tasks, as required and receive and respond to everyday enquiries from customers, escalating where necessary. Job holders will work within detailed instructions and prioritisation of tasks will be done for them by a supervisor or system process.

#### **Brief Description of job role and department**

Training to register births, deaths and marriages you will develop a good all round knowledge of the services provided whilst deputising for the London Borough of Sutton Registrar and contributing to the delivery of an efficient and effective Registration Service. Working as a member of the Register Office Team you will learn day-to-day tasks such as dealing with telephone and email requests, searching indexes and preparing certificate applications.

You will develop excellent communication skills and gain experience of communicating in person, in a calm, courteous and confident professional manner. You will learn to communicate complex matters clearly and concisely whilst using the most appropriate style and method of communication with people at different levels inside and outside of the organisation.

You will process correctly incoming data, photocopying and scanning of information and maintain accurate records and filing systems, You will develop knowledge of the services provided and available to service users and ensure tasks are completed within agreed timescales. All tasks will be carried out in accordance with legislative requirements, national guidance and performance targets.

<b>Representative accountabilities</b>
<ul style="list-style-type: none"> <li>• Operates equipment specific to the job in order to carry out required tasks.</li> <li>• Use IT to log basic information (amending simple databases and files) to ensure that records are accurate and able to support service delivery.</li> <li>• Receive information from customers and pass queries to an appropriate person for resolution.</li> <li>• Communicate politely with customers in order to give information or instructions.</li> <li>• Communicates clearly and appropriately with colleagues</li> <li>• Provides advice and information on all aspects of service areas, directing contacts to the most appropriate area, if applicable</li> <li>• Inputs, updates, extracts and analyses data relevant to service activities using relevant ICT systems</li> <li>• Prepares, edits, formats and prints documents using Google mail.</li> </ul>
<b>Budgetary accountabilities</b>
<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Specific accountabilities</b>
<ul style="list-style-type: none"> <li>• With training, to help and support the team by carrying out general administrative/clerical tasks as necessary</li> <li>• To carry out ad hoc research, correctly process data and/or prepare reports using various ICT packages by ensuring a high level of attention to detail and accuracy</li> <li>• To effectively communicate with a range of people including customers, colleagues and other multi-agency staff</li> <li>• To maintain record-keeping and filing systems, both manually and electronically</li> <li>• To develop knowledge of the services provided by the Council and available to service users.</li> <li>• Working to the Registration Service Management team to provide and learn business processes.</li> <li>• Demonstrate a high level of accuracy in recording information for births deaths and marriages.</li> </ul>
<b>Person specification (knowledge, skills, experience and behaviours required in the role)</b>
<ul style="list-style-type: none"> <li>• Learn day-to-day tasks such as dealing with telephone and email requests, sorting and preparing certificate applications.</li> <li>• Develop team working skills</li> <li>• Develop excellent communication skills and gain experience of communicating in person, in a calm, courteous and confident professional manner.</li> <li>• Learn to communicate complex matters clearly and concisely whilst using the most appropriate style and method of communication with people at different levels inside and outside of the organisation;</li> </ul>

- |   |
|---|
| <ul style="list-style-type: none"> <li>• Develop excellent IT skills, using a wide range of IT packages in a business environment, and ability to use these to deliver cost-effective and customer-focused service.</li> <li>• Process correctly incoming data, photocopying and scanning of information</li> <li>• Maintain accurate records and filing systems</li> <li>• Use Google and the Intranet</li> <li>• Ensure tasks are completed within agreed timescales</li> <li>• Develop knowledge of the services provided and available to service users</li> <li>• Develop good all-round knowledge of working in a registration Service setting</li> <li>• Complete Registrar General E learning modules</li> <li>• complete Operational Delivery qualification</li> </ul> |
| <ul style="list-style-type: none"> <li>• Ensure all health and safety standards are adhered to for the relevant work area</li> <li>• Apply diversity and equal opportunities policies in the workplace</li> <li>• Complete mandatory data protection E-Learning</li> </ul>  |

