



**MANCHESTER
CITY COUNCIL**

**Manchester City Council
Role Profile**

**Human Resources, Organisation Development and Transformation
Business & Administration Apprentice**

Role Description:

With training and support assist in undertaking a range of administrative and business support duties to contribute to the goals of the team and support Manchester City Council in delivering its services.

Responsibilities:

Undertake practical training and work under supervision, to become familiar with the duties required to agreed timescales.

Assist with all enquiries, both written and verbal, in a helpful and supportive manner from members of the public, colleagues and outside organisations.

Assist with the collection, distribution and processing of mail.

With training and support, use a variety of software packages and systems when dealing with customers enquiries.

Update, maintain and produce information from administrative systems (manual and electronic) to ensure delivery of a high level of service.

Work jointly with colleagues and other teams to contribute to the delivery of customer service throughout Manchester City Council.

Supporting with the maintenance and monitoring of office equipment and supplies.

Commitment to continuous personal development and improving services across Manchester City Council.

Support the team in promoting equal opportunities in the work place and delivering services which are accessible and appropriate to the diverse needs of the customer.