

**Job Description and Particulars of Appointment**

June 22

**1a. Details of Post**

* Post: Business Administration Apprentice
* Reporting to: Energy Services Team Leader
* Post Number: TBC
* Grade / Salary: £6.23 (£12,000 per annum)

**2. Role and Scope**

West Mercia Energy (WME) is a purchasing organisation jointly owned by four councils.

We are responsible for public sector energy procurement and energy management and offer a range of energy contracts to Local Authorities, schools, colleges and other public bodies.

This varied role will provide the candidate with experience across the whole business to enable them to support all business functions once qualified. As a result, the candidate will get an excellent insight into how a successful business operates.

It is anticipated that the candidate will spend time within each of the key WME teams, gaining the necessary experience and knowledge to become a valued multi-skilled member of the team.   
  
These primarily include Energy Services, Billing, and Finance. Opportunities to work with the Business Development / Marketing and Energy Procurement departments may also arise periodically.

**3. Key Responsibilities**

* Responsible to the Energy Services Team Leader, who is in turn responsible for the post holders health and safety, training and development.
* Work within the Energy Services Team, to respond to customer queries (raised by telephone and email)
* To offer administration support to primarily the Energy Services Department.
* To prepare and issue regular reports.

**4. Main Duties**

* Supporting the Energy Services team to monitor and resolve customer queries arising via email / website in a timely and professional manner
* Answer telephone calls promptly and respond to customer queries politely and efficiently
* Maintain the WME Customer Relationship Management system with a detailed log of all customer queries and to action each problem to the point of resolution. This will include liaison with suppliers, customers and other relevant stakeholders
* Undertake general office admin duties such as dealing with incoming and outgoing post
* Support the delivery of new gas and electricity connections
* To assist with gas, electricity and water bill validation to identify errors in supplier billing and manage to resolution
* Ad hoc project management support
* Supporting core functions of the finance team
* These duties are illustrative and not exhaustive. The post holder will become involved in a range of work and responsibilities to enable WME to respond effectively to changing requirements and changes affecting the workforce.

**5. Conditions of Service**

1. The post is based in Shrewsbury but home working will be considered for up to two days a week.
2. The wage will be set at £6.23 per hour (£12,000 per annum)
3. This post is subject to the following:

* The post is fixed for the duration of the apprenticeship, for a maximum of 37 hours per week
* Normal full time office hours are 8:45am to 5pm Monday to Thursday and 8:45am to 4pm on Fridays.
* The post will come with Flexible Working Hours currently adopted by WME
* For the right candidate, it is the intention that WME will offer a full-time permanent position upon the completion of the apprenticeship

1. The post carries eligibility to join the Local Government Superannuation Scheme.
2. Annual leave entitlement is 22 days per annum (given length of service). Bank holidays also apply.
3. The appointment is subject to one months’ notice in writing on either side.
4. The appointment is subject to six months satisfactory probation service during which time the notice period will be one week on either side.

**6. Pre-employment Requirements**

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references (where available)
2. Medical report.
3. Evidence of the qualifications required for the post listed on your application form



**Person Specification**

**POST OF: Business Administration Apprentice**

When writing your covering letter, please ensure that the Job Description and Person Specification are used as a guide.

**Qualifications**

**Essential:**

Minimum of 5 GCSE passes at grade C / 4 or above (or equivalent), to include English and Maths. (Or predicted if GCSE’s not yet taken)

**Job related personal skills**

**Desirable:**

Problem solving skills

Good numeracy skills with an eye for detail

Strong written and verbal communication skills

Knowledge of Microsoft Office applications

Excellent customer service

Ability to work independently and as part of a team

**Personal Qualities**

**Desirable:**

Trustworthy

Professional

Organised and punctual

Flexible

Motivated with a willingness to learn and develop

**Additional Information**

WME will provide the successful candidate with the required “off the job training” to support them to achieve their apprenticeship

A range of industry specific training will be provided by WME and external stakeholders

Shrewsbury Town centre location accessible by public transport

Modern office space