

Tameside Council - Business Administration Apprentices

Tameside Council are recruiting to thirteen Business Administration Apprenticeships this year in various areas of the Council. Business Administration covers a wide range of duties and is the service that keeps businesses running smoothly, Administrators play an essential role within a business or organisation. 97% of employers say that effective administration is essential to their business, so they do a crucial job.

The services that are recruiting to Business Administration Apprenticeships are:

Tameside Community Safety Services

The Community Safety Unit is a Council Department that works in partnership with a range of agencies like the Police, Fire Service and Probation. Working in the Service will provide an excellent opportunity for gaining a wide range of experience in a unique partnership setting.

The purpose of the role available in the Team is to work in Tameside Community Safety Unit and assist in the support the teams dealing with crime reduction, tackling anti- social behaviour, drugs and alcohol misuse and with the Patroller Service.

Work we lead on includes:

- Managing and developing the CCTV network across the Borough
- Tackling Anti-Social Behaviour through a variety of means like early intervention right through to enforcement like ASBOs
- Improving the security of vulnerable areas like through the provision of gates in Alleyways (Alleygating)
- Supporting survivors of Domestic Violence
- Commissioning services for the treatment of drug and alcohol misuse
- Working with partner agencies like Probation and the Police to reduce reoffending particularly among the most prolific offenders in the Borough
- Tackling environmental crime with our Patroller Service

Exchequer and Support Services

The Exchequer and Support Service provides a variety of service connected to financial services, these include:

- 19000 Housing Benefit Claimants and approximately 25000 local people are in Receipt of Council Tax Benefit - with 17,500 claiming both benefits
- The Council Tax team process Council tax for over 98,000 households liable for Council Tax and approximately 6,800 businesses liable for Business Rates
- The Benefit Enquiry Unit identify an average of £500,000 each year in Benefit Fraud overpayments
- Creditors deal with over 105,000 invoices each year and aim to pay all undisputed invoices within 30 days. Approximately 80% of all payment produced are paid directly into bank accounts
- 11,000 employees are paid through the HR/Payroll system
- The Income Section deals with the collection of outstanding monies owing to the Council. This covers a huge range of services including school meals, commercial waste disposal, pest control and homecare services
- £1.6 billion will be processed, on average, through the Cashiers office each year
- The Distribution Centre deals with over 1 million items of mail each year. They deliver to over 50 internal establishments, all Tameside MBC schools and Councillors

People and Performance

The People and Performance Directorate consists of three service areas delivering services that support managers and employees in Tameside Council these are:

- Human Resources Strategy and Support
- Human Resources Operational
- Organisational Development

The key aims of the service are to:

- Ensure that employees have the necessary skills, knowledge and abilities to deliver high quality services and maximise individual potential.
- Work towards recruiting and retaining a skilled workforce, which is representative of the community it serves.
- To facilitate the Council's ability to evolve to meet the changing needs of the community that it serves.

The Business Administration position in this service will work in a support position in either the Human Resources Operations team or the Organisational Development Support Team.

Community Services

The Community Services Directorate consists of Adult Services, Health Improvement and Community Engagement and Customer and Cultural Services. The Business Administration Apprentices in this area will support either:

- The Adult Services teams delivering essential services Service users which include older people, people with learning disabilities, physical or sensory disabilities, people with mental health issues and Carers.
- The Tameside Arts and Events Team which are responsible for organising an annual programme of public events throughout the Borough and for co-ordinating a range of community arts projects in Tameside's Regeneration areas –events include Eid, Diwali, Splash and Splendid Weekend.

Corporate Governance – Borough Solicitor

Led by the Borough Solicitor, the Service undertakes the legal and regulatory functions in respect of Corporate Governance and is responsible for ensuring that the Council acts lawfully and in accordance with the principles of good administration at all times.

The Business Administration Apprenticeship will work in the Legal Services Team. The legal services provided can be summarised as:

- Providing Monitoring Officer (statutory) duties to the Council under the Local
- Government and Housing Act 1989;
- Providing corporate legal advice to the Council, Executive Cabinet and Overview and Scrutiny Committees, advice on the policy framework (i.e. the Council's
- Plans and Strategies) and providing advice to regulatory committees (including
- Standards, Audit, and Speakers Panels for Planning, Licensing and Liquor);
- Supporting front line services in providing advice, drafting legal documents and representation at courts and tribunals;
- Providing legal support on a range of corporate projects; Building Schools for the
- Future; Hattersley Regeneration; etc
- Providing training to meet varied client and corporate needs.

Primary School Catering

Working in the Services for Children and Young People Directorate this Business Administration Apprenticeship will work in the Primary School Catering team, providing administrative support to ensure that the team runs an effective service to the Councils Primary Schools.

Greater Manchester Pension Service

Based in Droylsden the Greater Manchester Pension Service administers the pension fund for all Greater Manchester Authorities, the main aims of the service are to:

- To provide an effective administration service to Scheme members in co-operation with Fund employers.
- To deliver a low, stable employer contribution rate whilst maintaining the solvency of the Fund (but these joint aims may be conflicting in times of poor investment returns).
- To encourage good, secure pension provision for eligible employees.
- To maintain/develop a philosophy of innovation

Economy and Environment

This Business Administration Apprenticeship is based in the Transport Services team in Stalybridge and will support the effective delivery of the Service. The Transport Services function is to Supply all of the Council's service's safe and reliable vehicles/plant that conform to legislative requirements and maintain them to the highest standards at optimum cost, by scheduled servicing and responsive maintenance, in addition to this we will arrange to meet services needs for short term hire of vehicles/plant, we also arrange for vehicles to be fuelled and administer the fleet including insurance provision.