

Job Description



Job Title: Apprentice Business Administrator	Service Area: Parking Service	
Directorate: Environment and Sustainable Transport	Post Number: 10021937	
Grade: Apprentice Level 1	Date last updated: February 2021	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To work across service, develop and maximise the use of business software and hardware systems that enable smarter working and deliver more from mobile settings, to improve business processes, contract management, service delivery, document and financial management. Parking service wide systems based monitoring. Development of the Parking service's internet pages in conjunction with the Council's corporate access initiatives.

To ensure that allocated business systems deliver timely, accurate and relevant management information and to make that management information available to the management team and to members in a form accessible to them.

Job Context

The Parking Service includes the Council's Pound and vehicle tow-away service; the Council's on-street and off-street enforcement activities; the Council's CCTV enforcement services, including Moving Traffic Services; Parts of the Council's Pay and Display, Virtual Permit and Cashless systems

1. The post holder reports to the Performance and Development Manager and also works closely with the Operations and Customer Relations Managers.
2. The post holder has no line management responsibility.
3. The post holder has no budget responsibility.

4. The post holder will have specialist professional expertise in Parking Operations and Notice Processing.
5. The post holder will be expected to work across the Parking Service.
6. The post holder will support the Systems Administrator with day to day operations for allocated Quality Business Systems within the Parking service.
7. The post holder will support the Systems Administrator in delivery of those IT projects assigned to the post holder within agreed timescales and budgets and is responsible for the co-ordination of the associated project teams. Teams may be drawn from different departments, functions, external vendors and of variable size.
8. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Responsible for supporting the Systems Administrator in developing the systems in line with the requirement of the service and service plans and responsible for their maintenance afterwards such as emission based parking or new ways of working
2. Demonstrate broad understanding of parking related systems and software and its use to develop systems.
3. To develop effective relationships with colleagues to gather and document the management information to be sought from business systems.
4. Detailed understanding of the recovery stages through the lifecycle of a Penalty Charge Notice and to develop business systems in order to ensure these processes are accommodated within the software.
5. To support the Systems Administrator in managing the Council's on and off street IT hardware and software enforcement contract including delivery to specification and reconciliation of defaults, liquidated damages and invoices.
6. Undertake a full range of operational business and administrative tasks in order to support the work in the parking service. Activities include:
 - Document management and maintenance
 - Data management and maintenance
 - Record management and maintenance
 - Financial administration

7. To support the Systems Administrator to oversee and manage system testing to ensure installations, upgrades and releases are fit for purpose and to be responsible for sign off.
8. Support the Systems Administrator with the regular review and updating of Parking Services information held on the Council's internet and intranet sites.
9. Keep abreast of all legislative and technological changes relative to the parking and traffic enforcement industry.
10. Assist in the system implementation of new permit stationary, statutory parking notices and documents.
11. To work with managers, to develop and produce statistical reports from directorate business systems showing business performance, using specialist tools as SQL Server Reporting Service.
12. To undertake lead on reviews of the completeness and accuracy of data held in business systems; to recommend and ensure the implementation of actions to deal with any problems identified
13. To support on developing skills and ability to use the business systems to their full potential, through the development of user manuals, training and the provision of ongoing support.
14. Assist in reporting any business system issues through the proper channels, monitoring and ensuring that faults are resolved in line with SLA's.
15. Support the Systems Administrator in ensuring that all statutory notices, printing of documentation and stage queues are processed in line with statutory timescales in the business systems.
16. Supporting the Systems Administrator to develop and roll out online systems to deliver savings and a better customer experience.
17. To be one of the officers in ensuring all FOI responses are delivered on time and subject to the legislative requirements.
18. To critically analyse current processes within the service.
19. To participate in assisting the group with internal and external Audit checks and implementing any recommendations.
20. To participate in Group meetings and joint Client Contractor meetings and User Forums.
21. To work with colleagues across the Council, as well as with external contractors, to ensure that business systems facilitate the development and delivery of an efficient and effective service to Newham residents and businesses.
22. To undertake other duties commensurate to the grade of the post and agile ways of working.
23. To carry out duties as required at any office location within the borough.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE: Broad knowledge of latest trends in business software and hardware systems across parking services	Application Form / Interview
EXPERIENCE:	

Experience of using business systems to generate tailored and user-friendly management reports	Application Form / Interview
Experience of working with the business to trouble-shoot issues, resolving specific anomalies and improving processes so that they do not recur.	Application Form / Interview
SKILLS AND ABILITIES: An excellent understanding of how the application of Business systems can transform business processes, increase efficiency and improve business processes Excellent technical knowledge and ability to use that knowledge to develop/maintain systems High level of computer literacy Strong foundation in business intelligence tools, such as SQL Server reporting services, and Business Objects Ability to analyse and document business processes and to write specifications of requirements for ICT systems. Highly numerate, with the ability to understand and translate business systems data into a form usable across the directorate Ability to communicate clearly in writing and verbally with colleagues and external partners.	Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview
DESIRED QUALIFICATIONS 5 GCSE's (or equivalent). Grade A-C/4-9 in English Language and Maths is desired. Where Level 4 in English and Maths have not been achieved, then you must do so before taking the end-point assessment.	Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR: Ability to; <ul style="list-style-type: none"> • Act with integrity • Communicate openly and transparently • Take responsibility if things go • Treat people fairly and consistently • Include everyone in our diverse community • Stand up to injustice and discrimination • Work hard to make Newham better for everyone • Think creatively to find new solutions • Committed to learning and improving • Treat people with courtesy and compassion • Welcome other people's ideas and perspectives 	Application Form/Interview

<ul style="list-style-type: none"> • Consider how our behaviour impacts on • Have a one council, one team, approach • Collaborate and coproduce to achieve results • Trust, appreciate, and constructively challenge each other 	
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post will require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form</p>