

Job Description

Role Title	Data Management and Reporting Apprentice
Job Family & Category	Technical specialists: Junior technical specialist
Team	Consumer Advice
Line Manager	Data Management and Reporting Officer
New/ Existing Role	New
Perm/ Fixed Term	Fixed term until 31 March 2025
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ Equipment Responsibilities
Job purpose	<p>The main responsibilities of the role will be to support the data team with their procedures. This will be processing regular reports and complete tasks within set timescales.</p> <p>You will need to follow defined processes to ensure accurate information and reports are provided to internal and external stakeholders.</p> <p>You will be completing various tasks which will develop your skills widely.</p>
Key responsibilities	<ul style="list-style-type: none"> ▪ Produce daily and weekly reports. ▪ Send advice referrals to partner organisations (daily and weekly) and process returns from partners. ▪ Send and receive/process internal and external income assessments. ▪ Mailing letters for the advice centre. ▪ Hotel and travel booking for Cardiff staff and on occasion covering hotel and travel bookings for London and Edinburgh office staff. ▪ Raising purchase orders/processing invoices. ▪ Office health and safety compliance. ▪ Stationery and kitchen supply ordering. ▪ Process postal suppressions. ▪ Supporting with managing the hot desking environment in Cardiff. ▪ Supporting Programme Managers when required. ▪ Providing support for advice centre when required. ▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Impact description

Within one month, you will:

- Have become familiar with processes: Your primary focus will be understanding the existing procedures, and protocols within the organisation and the department. You'll spend time familiarising yourself with the services offered, as well as any relevant regulatory requirements.
- Understanding of the applicants' journey: You will shadow existing team members to understand the end-to-end applicant journey, gaining a full working knowledge of the roles of the team.
- Benchmarking: You will be paired with a member of the team and will shadow to grasp an understanding of each exercise.

Within three months, you will:

- By the end of the third month, you will be fully competent in daily tasks independently. You will feed back trends to the team to support continuous improvement and identify training needs.

Within six months, you will:

- Office Maintenance: You will support and rollout any changes that need to be made to the office and maintain the office environment, including H&S, kitchen supplies and hot desking.
- Customer satisfaction: You will have a large knowledge of patterns within the advice centre and be able to provide support and insight.
- Processing documents: Being able to confidently process documentation that is being received within a timely manner.
- Implement changes to processes if necessary.

<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Good IT skills (Microsoft Office suite, Internet, use of databases). ▪ Demonstrated ability of working in a team support role. ▪ Excellent organisational skills. Ability to prioritise tasks within a demanding environment. ▪ Strong interpersonal skills and written skills. ▪ Ability to work to deadlines across a range of tasks. ▪ Self-motivation, enthusiasm, and willingness to learn. ▪ An interest in sustainability and renewable energy. ▪ Ability to work with minimal supervision. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge and understanding of energy efficiency and renewable energy.
	<p>Apprenticeship: Successful completion of all training and workplace objectives will lead to an apprenticeship qualification in:</p> <ul style="list-style-type: none"> ▪ Business Administration Level 3