

## Job Description

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|----------------------|-------------------------------------------------------|-------------------------------|-----|
| <b>Directorate:</b>  | Place                                                 |                               |     |
| <b>Service:</b>      | Lancashire Skills and Employment Hub                  |                               |     |
| <b>Location:</b>     | County Hall, Fishergate, Preston, Lancashire, PR1 8XJ |                               |     |
| <b>Salary range:</b> | £28,142 to £32,061                                    | <b>Grade:</b>                 | 6   |
| <b>Reports to:</b>   | Strategic Programme Manager (Connect to Work)         | <b>Staff responsible for:</b> | n/a |

### Job purpose and scope

Reporting to the Supported Employment Strategic Manager in the Lancashire Skills and Employment Hub, the Team Apprentice will be providing administrative support for the Connect to Work programme which aims to support individuals with disabilities and others facing barriers to work gain employment.

The Connect to Work programme is a new initiative launched by the Department for Work and Pensions (DWP) as part of the UK Government's Get Britain Working Strategy. This is a voluntary, Supported Employment programme designed to help individuals with disabilities, health conditions, or complex barriers to secure and sustain meaningful work.

The programme is aimed at individuals who are economically inactive—those not currently required to look for work—including people who may have never worked or have been out of work for six months or more.

Delivered through local authorities and regional partnerships, Connect to Work uses the Supported Employment model, which focuses on personalised, one-to-one support to help people find and sustain jobs that match their strengths and interests.

Through an integrated approach, the programme brings together employment, health, and skills services to create a joined-up support system. It works closely with health partners like Integrated Care Boards (ICBs) and Primary Care Networks to embed employment support within health settings.

To support the delivery of the programme across Lancashire the Apprentice will play a vital role in supporting the team to deliver on the outcomes of the project.

## Accountabilities/Responsibilities

- Programme Support: Assist in planning, developing, and executing the Connect to Work programme
- Provide administrative support to the team and wider colleagues where relevant
- Assist in the development and delivery of the project under the guidance of the Supported Employment Manager
- Effectively co-ordinate and provide administrative support for internal and external meetings, prepare accurate notes for meetings and hospitality requests
- Manage team calendars and respond to queries from the team mailbox in a timely manner
- Support the organisation and facilitation of events
- Design and develop professional presentations to be delivered to the wider team, including key stakeholders and commissioners
- Handle, review and process information and data including the use of the Lancashire County Council financial system
- Input and update data onto appropriate databases, producing reports and spreadsheets in a timely manner using bespoke CRM systems
- Management Information (MI) - Interpret data and MI on an ongoing basis, including manipulating data dashboards within Power BI, pulling into reports, checking complex validity and sending out to service providers.
- Support the marketing and communications team, including social media and website
- Accountability for monitoring/recording financial budgets
- Communication with wider team members and other departments within the Authority
- Handle confidential or sensitive information
- Work independently and as part of a team, adhering to agreed deadlines and reacting positively to last minute requests.
- Contribute to the continuous improvement of the team
- Comply with relevant codes of practice, including code of conduct and policies regarding data protection and health & safety
- Promote equality, diversity and inclusion
- Stakeholder Engagement: Work with internal and external stakeholders, developing strong customer-facing skills
- Responding to queries in an appropriate and professional manner, collating notes and escalating to the most appropriate channels

## Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a Level 2 qualification in literacy and numeracy if they do not have one already.

## Our Values

**We expect all our employees to demonstrate and promote our values:**

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## Person Specification

All the following requirements are essential unless otherwise indicated by \*.

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

### Qualifications

- 5 GCSEs (Grade C/4 or above) including English and Maths.

### Experience

- Previous experience or the ability to demonstrate the competence to carry out the job description
- Preparation and development of communications
- Knowledge and experience of using Outlook, Word, PowerPoint and Excel
- Experience of using Microsoft Teams
- Experience of using social media platforms for business
- Experience of general administration (including financial), answering phones and dealing with multiple priorities and administrative tasks at the same time

### Essential knowledge, skills & abilities

- An ability to work as a member of the team and independently
- An ability to analyse data and create spreadsheets
- Good written and verbal communication skills with excellent attention to detail
- Be a team player and have the ability to work independently
- Reliable, punctual and proactive
- Ability to respect confidentiality and knowledge of data protection
- Ability to follow instructions, prioritise tasks, manage time and own workload effectively
- Ability to work accurately with appropriate supervision
- Ability to build and maintain effective team relationships
- Willingness to learn and apply new skills and commitment to personal learning, continuous development and improvement
- Ability to learn and be adaptable to changes in procedures and technology
- Display initiative, be positive and enthusiastic

### Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post\*  
*You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances, consideration may be given to applicants who, as a consequence of a disability, are unable to drive.*