



Job Role: Help Hub Apprentice – Financial Wellbeing Team

Broadland District Council and South Norfolk Council

Purpose

To provide high quality and proactive administrative support to the Help Hub service which includes the Help Hub Triage and Assessment Team, Community Connectors and Communities Team, as well the wider multiagency Help Hub partnership. The role's main focus will be supporting our debt advice, welfare rights and money support functions, known as the Financial Wellbeing Team.

Working within the Financial Wellbeing Team and closely with the other Help Hub teams to assist in the processing and sharing of information to ensure residents are supported appropriately.

Undertaking administrative work to aid the delivery of specialist advice provision to help vulnerable residents through financial hardship amid the rising cost of living.

Working closely with the Help Hub management team to assist in the delivery of key projects and initiatives and the driving of changes which enable continuous improvement in all services areas.

This role requires the completion of a Level 3 Business Administrator Apprenticeship.

Key accountabilities

- Support the coordination, and administration of the information systems relating to the Financial Wellbeing Team and wider Help Hub.
- Assist in the production of the monthly key performance indicators for the service.
- Liaise with other agencies, internal teams and customers to undertake background research and gather additional information to enable effective decisions to be made on how to support customers.
- Provide clerical support to teams, such as room bookings, meeting support, event organising, data collation, to support both internal and external functions and events that promote partnership working and awareness raising.
- Provide administrative support on debt, budgeting and welfare rights casework.
- Support the marketing and communication of Help Hub through updating social media, maintaining levels of marketing information, preparing event material.
- Support events and meetings out in the community to assist in the safe and efficient running of them.

Skills, knowledge and experience

- Four GCSEs (A – C / 4 – 9) / Level 4 including Maths, English (or equivalent)
- A basic knowledge of chosen apprenticeship
- Demonstrate an interest and enthusiasm for the type of work which the apprenticeship is based in
- Excellent customer service and communication skills
- Excellent IT skills with a knowledge of a range of computer packages e.g Microsoft Word, Excel
- Ability to demonstrate discretion and confidentiality
- Well organised with the ability to work to tight deadlines while demonstrating high levels of accuracy and attention to detail
- Ability to work effectively as part of a team

Date: 21 July 2022