



JOB TITLE:	Level 3 Business Administration Apprentice
SALARY GRADE:	Apprentice
DIRECTORATE:	People & Organisational Development
TEAM:	Workforce Planning and Organisational Development
LOCATION OF WORK:	Training and Development Academy and Service Headquarters
HOURS OF WORK:	35hrs per week
DIRECTLY RESPONSIBLE TO:	Apprenticeship Manager

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
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MAIN JOB PURPOSE	
To provide administrative support to the Apprenticeship team, assisting in the delivery of key departmental workstreams and supporting the wider People & Organisational Development directorate.	

KEY AREAS OF RESPONSIBILITY	
<ol style="list-style-type: none"> 1. To undertake administrative duties associated with apprenticeship activities, such as preparing enrolment documents, funding claims and training documents etc. 2. To deal with telephone/email queries on behalf of the apprenticeship team in a professional manner. 3. To record employee training activities using appropriate systems. 4. To assist with the quality assurance of apprenticeship provision. 5. To attend events to promote career opportunities within the Service 6. Input information onto HR recording systems. 7. To assist the team in facilitating professional examinations when required. 8. Retention and archiving of apprenticeship files and documents. 9. Support the team through training and assessment processes. 10. Support the booking of apprenticeship activities. 11. Regularly maintaining apprenticeship record keeping. 12. To assist in the team in organising visits to apprentices. 13. To support the budget manager with admin of accounts 14. To undertake any other administrative support duties commensurate to the role for the People & Organisational Development directorate 	

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

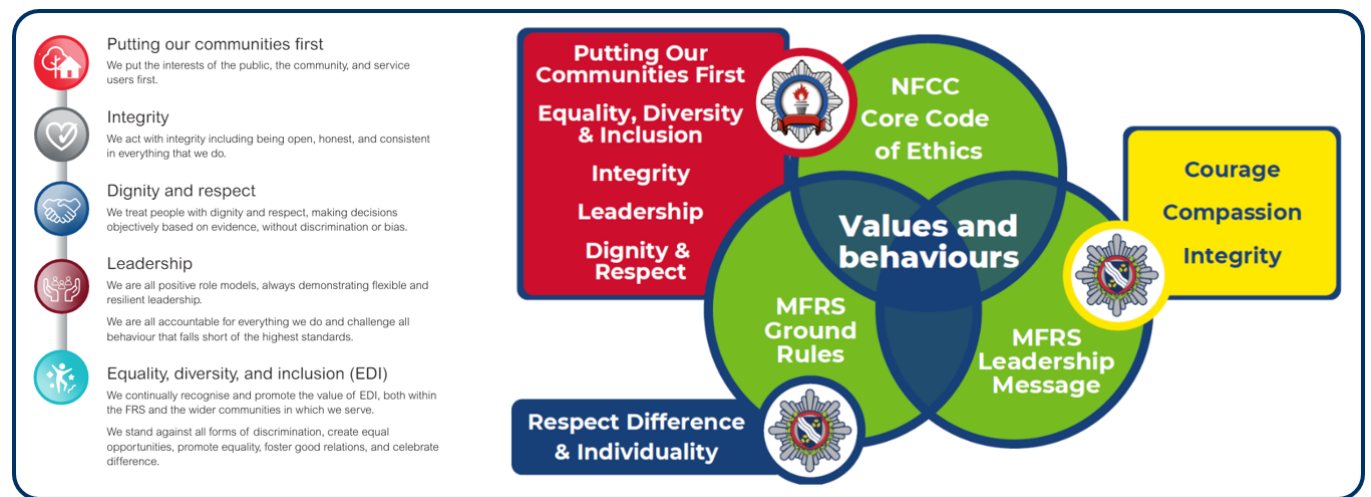
We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

LEADING YOURSELF

Personal Impact	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
Outstanding Leadership	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
Service Delivery	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
Org. Effectiveness	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

February 2026

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	Level 3 Business Administration Apprentice	Team:	Workforce Planning and Organisational Development
Salary:	Apprentice	Directorate:	People & Organisational Development

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
	GCSE English and Maths (Grade 4/C or above), or willingness to work towards functional skills as part of the apprenticeship	E	A & PD
	Commitment to completing a Business Administration Apprenticeship Level 3 within the required timeframe	E	A & I
	Basic IT training- or able to demonstrate competence in Microsoft office applications	E	A & I
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
	Basic understanding of administrative procedures, such as record keeping and document management	D	A & I
	Experience of using Microsoft office Packages, including Word, Excel and Outlook	E	A & I
	Awareness of data protection principles and confidentiality	E	A & I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
	Strong Communication skills, both written and verbal, with the ability to communicate clearly and professionally.	E	A & I
	Good organisational skills, with the ability to prioritise tasks to meet deadlines	E	A & I
	Professional, approachable and adaptable manner, with a willingness to learn and support the operational aims of the fire service.	E	A & I
WORK RELATED CIRCUMSTANCES		ESSENTIAL/DESIRABLE	ASSESSED BY
	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	E	A & I
	Meet the medical and fitness standard required for the role	E	MFRS
	Basic/ Standard / Enhanced Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the in the form of a basic/ standard / enhanced disclosure barring service check)	E	MFRS

A	Application	I	Interview	PD	Produce Documentation	MFRS	If successful & conditionally offered the role, MFRS will complete
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