



Belfast
City Council

Business Administration Apprenticeship Candidate Information Pack 2025/2026



Silver
Diversity Mark



Disability Positive
Accredited **AAA***



Welcome from Belfast City Council Chief Executive, John Walsh



“Thank you for your interest in Belfast City Council’s Apprenticeship Programme.

As an apprentice, you will have the opportunity to gain a recognised qualification and work with experienced staff, develop your skills and help Belfast City council deliver a range of services that touch the lives of everyone in this city.”

About Apprenticeships at Belfast City Council

Apprenticeships are a great way to study, gain experience and earn money while you do.

As an apprentice at Belfast City Council, you will be supported to gain an accredited qualification, develop skills and the experience to access a wide range of career opportunities. You will work with colleagues to deliver better services for the people of Belfast.



Who we are

Belfast City Council is the largest local authority with responsibility for the city of Belfast, the capital and largest city in Northern Ireland. The Council's geographical footprint is only 132km², however it serves an estimated population of 348,005, the largest district council in Northern Ireland.

The Council is made up of 60 elected representatives. We deliver high quality, effective and efficient services to improve the lives of the people of Belfast.

Our Vision and Values

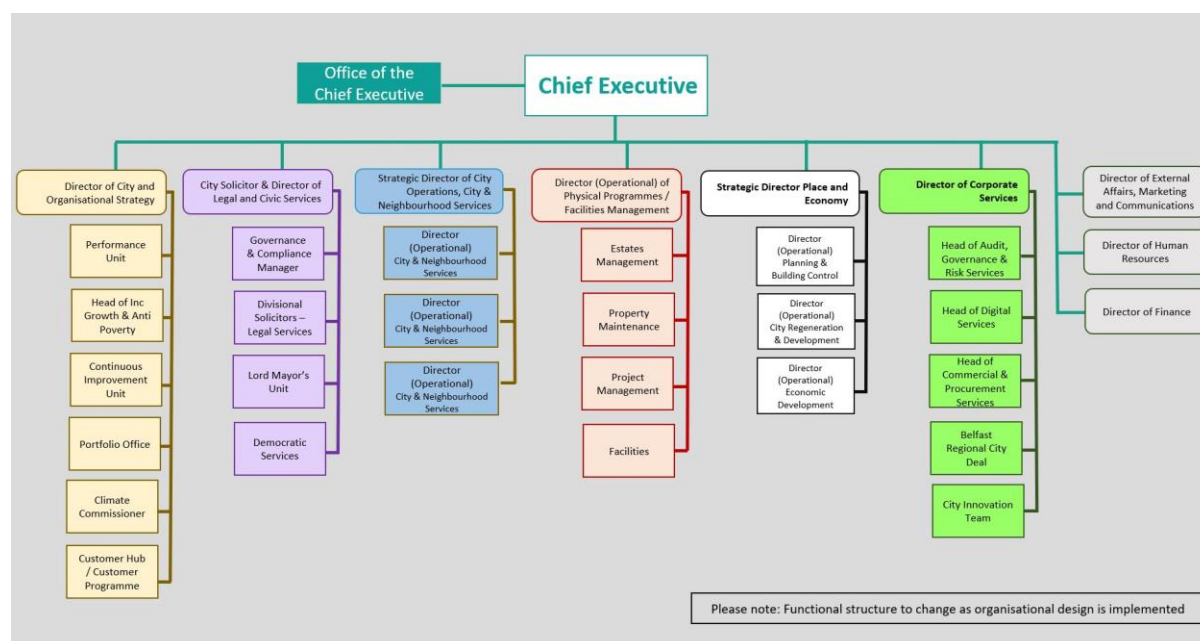
Our Vision

Our community plan “The Belfast Agenda” sets out our city priorities for 2035, where Belfast will be a city re-imagined and resurgent. A great place to live and work for everyone.

Our Values



Our Corporate Management Team



Selection Process

Candidates are required to submit an application form to apply for these posts. The online application form can be accessed via our recruitment system:

<https://jobs.belfastcity.gov.uk/vacancies/1542/business-administration-apprentice.html>

Essential criteria

Initially all applicants will be required to undertake a number of computer-based aptitude tests, in council premises. These tests will assess applicants' proficiency in English e.g. spelling and grammar tests etc, and IT skills across Microsoft packages such as MS Outlook, MS Office and MS Excel.

To progress to the next stage of the selection process for the post of Business Administration Apprentice (i.e. an in-person interview), applicants must pass these tests at a satisfactory level. Belfast City Council reserves the right to only progress to the next stage of the selection process, which is the in-person interview, the top-ranking applicants who pass these tests at a higher level.

In order to be short-listed to undertake the above computer-based aptitude tests, applicants must make some reference to having experience of and/or possessing a number of special skills and attributes (please see attached Employee Specification for information).

Recruitment Timeline

Stage	Date
Business Administration Apprentice Information / Familiarisation Session	25 June 2025
Closing date for applications	3 July 2025
Tests to be completed in person	Monday 21 to Friday 25 July 2025
Interviews	Wednesday 13 to Friday 15 August 2025

Testing and interview dates

The computer-based tests will take place, in the council offices 9 Adelaide, 9 – 21 Adelaide Street Belfast between Monday 21 July and Friday 25 July 2025. Those candidates who pass these tests at a satisfactory level will be invited to interview. Please note that the dates of the tests cannot be changed and whilst the council will endeavour to adhere to this timetable, it will not, in any case, be possible to make alternative arrangements for individual candidates.

Interviews will be held in-person from Wednesday 13 August to Friday 15 August 2025.

Benefits of working at Belfast City Council

We expect a lot from you, and we offer a lot in return for your passion and commitment. We offer a wide range of benefits including a pension, generous annual leave entitlements and health and wellbeing initiatives.

We are committed to supporting our communities and our employees. With benefits including competitive salaries, excellent learning and development and career opportunities, as well as a focus on work-life balance, there are many reasons to join our team.

We believe that every Belfast City Council employee plays an important role in making life better for our residents. So, if you want to build a career with us, have a look at some of the benefits on offer:

We are an accredited Real Living Wage employer, offering a competitive and progressive salary scale.

The salary scale for the Business Administration Apprentice role is Grade 1, SCP 2-5 currently £23,656 - £24,790.

And looking to the future, we offer an attractive pension scheme. As your employer, we contribute around 19% to your pension. As an employee, you pay between 5.5% and 10.5%, depending on your salary.

The hours of duty are 37 per week, 8.30am – 5pm Monday to Thursday and 8.30am – 4:30pm on Friday, but the person appointed may be required for operational reasons to work outside these hours including on extra statutory, bank and/or public holidays.

Annual leave entitlement

We offer a generous annual leave entitlement, starting at 24 days and rising to 32 days, based on length of service.

Employees also benefit from an additional 12 extra statutory, bank or public holidays each year.

Additional leave provisions

We have a number of enhanced leave provisions in place. These include maternity, paternity, adoption, special leave and bereavement leave.

Location

The person appointed will be based initially in the Council's City Centre offices, 9 Adelaide Street, The Cecil Ward Building and City Hall, but will be required to work in and/or visit other locations. NVQ training will take place in the Council offices.

Health & Wellbeing

We invest in your health & wellbeing through policies, procedures and strategies. We promote a range of initiatives and activities such as discounted leisure centre membership and a cycle to work scheme.

Equality & Diversity

We celebrate diversity in our workforce and energise this with our three staff networks:

- **ABLE – Disability Support Network**
- **Proud – LGBTQIA+ Staff Network**
- **The Women's Network**

These networks provide opportunities to engage and work with staff across the organisation and external stakeholders to support equality and diversity.

Job description and employee specification

Job description

Date: 15 May 2025

Department:	Various
Section:	Various
Post Number:	2369
Job title:	Business Administration Apprentice
Grade:	Grade 1

Main purpose of job

To complete a Level 3 NVQ in Business Administration.

Develop skills and gain hands-on experience in business administration.

Assist with and contribute to the effective operation of business administration tasks and duties.

To make an effective contribution to the achievement of the service's objectives.

The post holder will be expected to be willing to learn, flexible and adaptable to meet the changing needs and requirements of the organisation and duties.

Summary of responsibilities and personal duties

1. To work with team members to provide business administration services within the organisation including the maintenance of both computerised and manual systems, for example, filing and photocopying, and the processing of internal and external mail.
2. Develop skills to perform a range of business support tasks in accordance with agreed procedures and processes, for example, cash handling, call handling, data input and extraction, and other relevant duties.
3. Draft documents including routine correspondence in the form of letters, memos, reports and other documents involving creative layouts (for example, PowerPoint presentations).
4. Develop skills to use a variety of basic office-related IT software packages and specific council, departmental or service IT systems as required as well as various office equipment.

5. Assist in the preparation, compilation and distribution of routine statistical, performance and other business support information.
6. Arrange meetings and assist with the preparation of draft minutes and notes as appropriate.
7. Maintain a high level of customer care and deal with internal and external customers of the service either face-to-face or by telephone and e-mail.
8. Attend as specified any/all academic training forming an agreed part of the apprenticeship programme and to submit and maintain any associated paperwork.
9. Attend any/all review or other meetings scheduled as part of the apprenticeship programme.
10. Ensure all work is carried out in accordance with organisational standards and procedures.
11. Undertake any other relevant duties that may be assigned as required by the line manager and commensurate with the level of the post.
12. Participate in all induction and in-service training provided by Belfast City Council and in the induction and support of all newly appointed staff and other human resource management policies and procedures, as appropriate, including absence management, disciplinary and grievance procedure.
13. Act in accordance with the council and departmental policies and procedures including customer care, equal opportunities, health and safety, safeguarding and any pertinent legislation.
14. Undertake the duties in such a way as to enhance and protect the reputation and public profile of the council.
15. Undertake such other relevant duties as may from time to time be required.

This job description has been written at a time of significant organisational change and it will be subject to review and amendment as the demands of the role and the organisation evolve. Therefore, the post-holder will be required to be flexible, adaptable and aware that they may be asked to perform tasks, duties and responsibilities which are not specifically detailed in the job description, but which are commensurate with the role.

Employee specification

Date: 10 June 2025

Department:	Various
Section:	Various
Post Number:	2369
Job title:	Business Administration Apprentice
Grade:	Grade 1

Essential criteria

All applicants **must** undertake a number of computer-based aptitude tests. These tests will assess applicants' proficiency in English, e.g. spelling and grammar tests etc., and IT skills across Microsoft packages such as MS Outlook, MS Word and MS Excel.

In order to progress to the next stage of the selection process for this apprenticeship, applicants **must** pass these tests at a satisfactory level. Belfast City Council reserves the right to only progress to the next stage of the selection process, which is the in-person interview, the top-ranking applicants who pass these tests at a higher level.

In order to be short-listed to undertake the above computer-based aptitude tests, applicants **must** make some reference to having experience of and/or possessing the following special skills and attributes in their online application form:

Special skills and attributes

Information technology skills: the ability to operate a range of hardware and software programmes.

Communication skills: the ability to communicate clearly, in oral and written form, in a variety of situations and contribute positively to meetings and discussions.

Customer care skills: the ability to deal with customers in a professional manner and to have an understanding of customer care principles and practice with the ability to provide advice and information to a variety of people.

Team working skills: the ability to work co-operatively and supportively with colleagues contributing to the success of the team and achievement of objectives.

Appointment

The appointment will be made by the selection panel, but subject to ratification by the Director of HR.

Employment with Belfast City Council shall cease upon completion of this apprenticeship programme.

Canvassing

Canvassing in any form, oral or written, direct or indirect, will disqualify a candidate for appointment.

Pre-employment checks

Prior to taking up duty the person recommended for appointment must:

- (a) Enter into an agreement which sets out the main terms and conditions of employment.
- (b) Provide evidence of the right to work and reside in the UK via a digital identity check via the council's Identity Service Provider (IDSP). To use this method, you will need to hold a current UK or Irish biometric passport or passport card. Individuals who are unable to provide evidence of their right to work and reside in the UK via this method, must inform the council and a list of any official alternative documentation will be made available to them. No temporary national insurance numbers can be accepted.
- (c) Provide details of the bank or building society account to which your salary or wage will be lodged.
- (d) Pass satisfactorily a medical assessment by the council's Occupational Health Service provider.
- (e) Complete a disclosure of family relationships form.
- (f) Complete a disclosure of criminal convictions form, under the Rehabilitation of Offenders (NI) Order 1978. All applicants who are recommended for appointment to a post within Belfast City Council must provide details in respect of any criminal convictions which are not regarded as 'spent' convictions. Any disclosed convictions will be taken into account only when the conviction is considered relevant to the post and will be seen in the context of the job, the nature of the offence and the responsibility for the care of existing client/customer and employees.

Notice

The minimum period of notice to be given by you shall normally be the ordinary period from one payment of salary or wages to the next.

Belfast City Council may terminate your employment with the council by giving the following period of notice:

Continuous service	Period of notice
One month or more but less than two years	Not less than one week
Two years or more but less than twelve years	Not less than one week for each year of continuous service
12 years or more	Not less than 12 weeks

Probationary period

You may be required to complete a six-month probationary period, if this is a requirement of the relevant department, and during this time one week's notice will be given by the council to terminate employment.

Please note that this document provides a summary of the general terms and conditions of appointment and is not intended to be exhaustive. Please see attached document for full details on Terms and Conditions for this appointment.