



Apprentice – Administration Assistant

Bay of Colwyn Town Council

Employer	Bay of Colwyn Town Council
Location	Town Hall, Rhiw Road, Colwyn Bay
Reporting to	Town Clerk / Deputy Clerk
Duration	24-month fixed term apprenticeship

Role Purpose

This apprenticeship provides practical experience in business administration within a local government organisation. The apprentice will support the day-to-day operation of Bay of Colwyn Town Council while working towards a Level 3 Business Administration qualification.

The role requires organisation, accuracy, professionalism and the ability to work within established procedures and statutory requirements. The apprentice will develop skills in administration, governance support, communication, digital engagement and community project delivery.

This is a developmental role designed to build skills, confidence and experience in public service, local governance and community engagement.

Key Responsibilities

Administrative & Office Support

Provide administrative support to the Clerk, Deputy Clerk and Assistant Clerk in the effective operation of the Town Council.

Act as a first point of contact for the Council, dealing professionally with face-to-face, telephone and email enquiries from residents, councillors and partner organisations, resolving routine matters and referring more complex enquiries appropriately.

Assist with managing shared Council email inboxes and ensure responses are provided within agreed timescales.

Maintain accurate electronic and manual filing systems, databases and records in accordance with Council procedures, data protection legislation and records management requirements.

Prepare routine correspondence, reports and documents ensuring a high level of accuracy and attention to detail.

Support the maintenance of councillor records including contact details, committee membership and attendance records.

Undertake general office duties including document preparation, data entry, document distribution and monitoring office supplies.



Council & Governance Support

Assist officers in supporting Full Council, committee and advisory meetings in accordance with the Council's governance procedures.

Assist with the preparation and distribution of agendas, reports and supporting papers within statutory deadlines.

Support meeting logistics including room preparation, documentation and attendance records.

Assist in the preparation of draft meeting minutes for review by the Clerk.

Maintain accurate records of meetings and decisions to support transparency and accountability.

Assist with administrative tasks relating to the Mayor including maintaining the Mayor's diary and supporting Mayoral fundraising activities.

Communications & Digital Engagement

Support the Council's communications activity across digital platforms.

Assist with the creation of content for the Council's social media channels including Facebook and Instagram.

Create graphics and visual content using Canva in line with Bay of Colwyn brand guidelines.

Assist with scheduling posts and maintaining a consistent communications calendar.

Support the promotion of Council initiatives including consultations, grants, events and community activity.

Assist with monitoring engagement and digital enquiries under officer supervision.

Community Engagement

Support communication with residents, community groups, local organisations and partner agencies.

Assist in preparing newsletters, website updates and digital content.

Help gather information and feedback to support community engagement and consultation activities.

Support initiatives linked to the Bay of Colwyn Place Plan and wider placemaking activity.

Events & Project Support

Assist with the planning and delivery of community events and civic activities.

Support event administration including bookings, documentation and coordination.

Capture content at events (photographs, short videos and quotes) for use in communications and reporting.

Assist with post-event evaluation and reporting.

Provide occasional support at evening and weekend events where required.



Finance & Governance (Supported Learning)

Develop an understanding of how public funds are managed within a Town Council.

Assist with basic financial administration under supervision in accordance with Council procedures.

Gain knowledge of statutory requirements, governance procedures and public accountability.

Compliance & Professional Conduct

Work in accordance with Council policies including data protection, equality, safeguarding and health & safety.

Handle sensitive and confidential information appropriately.

Ensure administrative tasks are completed in line with established procedures and statutory requirements.

Contribute ideas for improving administrative processes and service delivery where appropriate.

Learning & Professional Development

Work towards completion of the **Level 3 Business Administration apprenticeship qualification**.

Attend training sessions and complete coursework required by the apprenticeship provider.

Develop workplace skills including communication, teamwork, organisation and time management.

Participate in regular progress reviews and maintain evidence for apprenticeship assessment.

Carry out other duties appropriate to the role as reasonably required.

Skills & Personal Qualities

Essential

Grade C or above in Maths and English and ICT, or the equivalent Essential Skills in Application of Number, Communication and Digital Literacy.

Willingness to learn and develop new skills

Good communication skills (written and verbal)

Basic IT skills including email and office software

Ability to organise work and follow procedures

Reliable, professional and able to work as part of a team

Interest in administration, public service or community work

Desirable

Interest in social media or digital communications

Experience using Canva or design tools (or willingness to learn)



Interest in community development or local issues

Creative eye for images and content

Welsh language skills:

Basic Welsh (e.g. greetings and place names) is desirable, but not essential. We welcome all abilities and value a willingness to learn and develop Welsh language skills during the apprenticeship.

Working Environment

Office-based with some community and event work

Occasional evening or weekend work (with time off in lieu)

Supportive learning environment with supervision and mentoring

Holidays -

Full time staff are entitled to 24 days annual leave, plus bank holidays, and 2 additional (statutory) days, which must be taken over the Christmas period (26 days plus bank holidays).

Why This Role Matters

This apprenticeship offers the opportunity to:

Gain real experience in local government administration

Develop professional business administration skills

Build knowledge of governance, communications and community engagement

Contribute to projects, events and initiatives that benefit the Bay of Colwyn

Develop a strong foundation for a future career in administration, communications or public service