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|  | **POST TITLE:** | **ICT Apprentice** |
| 1. **2** | **POST NUMBER:** |  |
| 1. **3** | **GRADE:** | £111.10 per week |
|  | **LOCATION:** | Your normal place of work will be at one of the following offices, County Hall, Meadowfield, Tanfield, Spennymoor (EDC) or Seaham, however, you may be required to work at any Local Authority office in County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post.

**DBS:** This post is subject to basic disclosure (Disclosure Scotland)

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to one of the ICT Team Leaders, and will be supported and mentored to develop in the role by the service.

1. **DESCRIPTION OF ROLE:**

To work as an ICT apprentice across the ICT service as a whole, which will develop the skills and competencies of post holders.

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below.

The post holder will establish good working relationships with a range of internal and external colleagues and partners.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the primary areas of development for the role:-

* To develop the post holders knowledge and skills around application development, maintenance and support.
* To develop the post holders knowledge around website design and development.
* To develop the post holders knowledge around servers, networks and telecommunications.
* To develop the post holders knowledge and skills to install, connect, support, maintain, repair and manage ICT hardware, and provide support to customers and ICT staff
* To develop an overall understanding of the ICT service as a whole.
* To develop post holder skills in maintaining a high degree of customer service when dealing with both internal and external queries.
* To develop the post holder to resolve customer incidents and be proactive when dealing with customers.
* The develop post holders knowledge and skills to maintain accurate manual and electronic records relating to all work carried out and produce relevant documentation where appropriate.
* To attend training as determined appropriate by the Council in relation to working practices and the Apprenticeship programme. All employees have a responsibility to undertake training and development as required.

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable)

* To develop individuals to be proactive, to be able to work both in a team and sometimes alone.
* The develop individuals ability to work logically and methodically, often under pressure to set deadlines.
* To develop individuals attention to detail and the ability to deliver what is required, when it is required
* To develop individuals to be open to change and focus on the requirements of the business at all times.
* To develop individuals to have a flexible approach to work and to assist other staff and ensure that the needs of the customer are met.

**Communications**

* Observe and adhere to the communications standards in operation within the Service.

**Performance management**

* Meet agreed performance standards in relation to the post.
* Ensure work carried out by the Group follows agreed procedures.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To develop individuals understand of quality systems and to develop behaviours consistent with delivery of high standards of service delivery.

9.2 **Professional Practice**

To develop individuals to ensure that professional practices are carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.3 **Health and Safety**

To develop the individuals understanding of Health and Safety policy, practices and procedures. To develop the individuals skills and knowledge to ensure that the Health and Safety of themselves and colleagues in accordance with councils policies

9.4 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.5 **Equality and Diversity**

To develop individuals understanding of equality and diversity. To understand the need of individual customer and to work to ensure all customer receive a high standard of ICT service.

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

These policies apply to all employees of Durham County Council.

9.6 **Confidentiality**

To develop individuals skills and knowledge in dealing with confidential information. All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.7 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * 4 GCSE’s graded A to C or equivalent |  | * Application form * Selection Process * Pre-employment checks |
| Experience | 1. Knowledge of one of the following areas  * Databases * Internet * ICT Applications Development * Servers * Networks * ICT Hardware and Peripherals. * Word processing. * Spreadsheets. | * Use of Microsoft Office applications * Knowledge of typical duties of an ICT service. | * Application form * Selection Process * Pre-employment checks |
| Skills/knowledge | 1. Good ICT Skills 2. Ability to analyse and solve problems 3. Have an interest in ICT 4. Ability to follow instructions 5. Willingness to work as part of a team 6. Ability to communicate effectively, both orally and in writing 7. Commitment to quality 8. Commitment to customer services | 1. Ability to plan and organise work 2. Ability to travel between sites 3. Enjoy working to deadlines and under pressure 4. Awareness of the Council’s role. | * Application form * Selection Process * Pre-employment checks |
| Personal Qualities | * A willingness to listen and learn * A desire for further professional and personal development * Pleasant manner when dealing with colleagues and customers * Tactful, discreet * Flexible approach * Willingness to learn * Enthusiastic, self motivated | * A full driving licence. | * Application form * Selection Process * Pre-employment checks |