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| **Job Description** | |
| **Post title** | Apprentice (Digital Solutions) |
| **JE Reference No** |  |
| **Grade** | Apprentice |
| **Service** | Digital and Customer Services |
| **Service Area** | Resources |
| **Reporting to** | Systems and Development Officer |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

As a Digital Solutions Apprentice, you will develop skills, knowledge and experience working in Digital and Customer Services.

You will work in the Digital Solutions Team to help improve the way we work and interact with our customers by using digital technology. We achieve this by carrying out a wide variety of activities. These include designing online self-service applications, using technology to keep people informed and better connected, engaging with local communities, automating workflow processes and analysing data to ensure we are providing the right services at the right time.

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| **Duties and responsibilities** |

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:

* To study and achieve the Business Administrator Level 3 during the duration of the apprenticeship
* Supporting the development and implementation of contact channels for customers; in particular the e-enablement of access to services
* Providing the CRM support function for all users of the system
* Identifying and diagnosing CRM system errors and implementing solutions
* Assisting in the identification, development and implementation of ICT solutions to improve ways of working and enhance customer information.
* Working closely with the council’s ICT and Communications team to enable access to and develop the CRM system across the organisation.
* Participating in business improvement activities, undertaking work packages with projects as directed.
* Testing and supporting implementation of system upgrades and releases.
* Preparing and maintaining procedural notes and manuals in line with improvement activity.
* Assisting with the development and delivery of comprehensive training in relation to system improvement changes and ensuring compliance with government legislation.
* Implementing and maintaining effective mechanisms for the collation and reporting of management information and customer intelligence from a variety of systems
* Adhering to the Council’s Data Quality Policy (and related processes).
* Building and maintaining strong working relationships with relevant teams within the Council.
* Develop the skills to use multiple IT packages and systems relevant to the organisation in order to write letters or emails.
* Learn how to produce accurate records and documents including emails, letters, reports & proposals and make recommendations for improvements and present solutions to management
* Understand the importance of decision making and learn how to make effective decisions based on sound reasoning and deal with challenges in a mature way
* Develop interpersonal skills to be able to build and maintain positive relationships within your own team and across the organisation.
* Learn how to influence and challenge appropriately and become a role model to peers and team members, developing coaching skills as you gain area knowledge
* Develop good communications skills, whether face-to-face, on the telephone, in writing or on a digital platform and use the most appropriate channels to communicate effectively
* Demonstrate the necessary level of expertise required to complete tasks and apply yourself to continuously improve your work.
* Learn how to take responsibility for initiating and completing tasks, managing priorities and time in order to successfully meet deadlines
* Develop skills to use relevant project management principles and tools to scope, plan, monitor and report.
* Ensure appropriate attention is given to your own health and safety, and the safety of your colleagues and visitors, following established procedures.
* Work within current Data Protection requirements, Information Sharing protocols and guidelines.
* To attend training as determined appropriate by the Council in relation to working practices and the Apprenticeship programme.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

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 your manager.

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Either have or expect to achieve 4 GCSE’s at Grades A-C/9-4 or hold an equivalent and relevant qualification * Ability to achieve Level 3 Business Administrator during the duration of the apprenticeship   *.* | * IT qualification * Administrative qualification |
| Experience | * Use of Microsoft Office applications | * Work in an office environment * Communicating with a range of people * Use of MS Excel * Use of Outlook Email |
| Skills & Knowledge | * Ability to follow instructions * Ability to work in a team * Ability to work on own initiative * Good communication skills * Good IT skills   *.* | * Knowledge of computer systems * Health & Safety awareness * Data protection awareness * Awareness of the Councils role |
| Personal Qualities | * Behave in a professional way * Respect and encourage diversity * Punctuality * Positive attitude * Reliability * Self Motivation | * Feel confident in dealing with queries |