

 <p><b>Xentrall</b> Shared Services Delivering Excellence for All</p>		<b>JOB DESCRIPTION</b>	
<b>DIRECTORATE:</b>		Xentrall Shared Services	
<b>SERVICE AREA:</b>		ICT Services	
<b>JOB TITLE</b>		Apprentice ICT Business Administrator	
<b>REPORTING TO:</b>		ICT End User Engagement Coordinator	
<b>APPRENTICESHIP QUALIFICATION</b>		Business Administrator – Level 3	
<b>APPRENTICESHIP DURATION:</b>		21 Months	
<b>1.</b>	<b>JOB SUMMARY:</b>		
	<p>To provide operational, clerical, and administrative support to the ICT Service. With a focus on adding value, the role of Apprentice Business Administrator contributes to the efficiency of the Service.</p> <p>To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.</p>		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1	Working as part of a team of ICT professionals and under the guidance of senior team members, to develop, organise and maintain operational and administrative systems to support the work of the ICT Service.	
	2	To provide general clerical, administrative and promotional support to the ICT Service.	
	3	To provide a full ordering service for ICT equipment, software and services adhering to documented procurement guidelines and standards.	
	4	Assisting senior team members to ensure that orders are progressed, controlled and entered onto the appropriate Authority's Financial Management system ensuring that all third-party details are accurate.	
	5	To provide and maintain price lists on-line to ensure customers have up to date information when costing new hardware and software prior to raising the order request.	
	6	To receive and check deliveries ensuring that items are as requested and logged into the Financial Management system. Assist in processing all invoices in accordance with specified timescales.	
	7	Helping to manage stocks of customer hardware, software and consumables issued by ICT Services, including production of stock management reports in a timely and accurate manner, maintaining appropriate levels of ICT stationery and media.	
	8	To follow all procedures regarding the update of the asset management system.	
	9	To keep colleagues informed on the progress of all orders and to highlight any significant delays to expected timescales.	
	10	Helping to maintain an effective system for the allocation and tracking of temporary ID badges and parking permits.	
	11	Assist in the development, promotion and implementation of appropriate ICT policies, strategies, standards and procedures that reflect best practice and assist in the adherence to such.	
	12	Assist in the delivery of ICT services and service objectives through participation in the development and delivery of project, team and personal plans and associated activities.	

	13	Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary.	
	14	Maintaining attendance at both work and college to enable satisfactory completion of qualifications.	
3	<p><b>GENERAL</b></p> <p><b>Other Duties</b> - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder</p> <p><b>Workforce Culture and supporting behaviours and Code of Conduct</b> – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.</p> <p><b>Shaping a Brighter Future</b> – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.</p> <p><b>Personal Development</b> – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development</p> <p><b>Customer Services</b> – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council</p> <p><b>Policies and Procedures</b> – The post holder is required to adhere to all Council Policies and Procedures.</p> <p><b>Health and Safety</b> – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p><b>Safeguarding</b> – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p>		
	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Job Description written by (Manager)	.....	.....	.....
Job Description agreed by (Apprentice)	.....	.....	.....

**Job Description dated**      May 2021



**PERSON SPECIFICATION**

Job Title	Apprentice ICT Business Administrator	
Directorate / Service Area	<b>Xentrall Shared Services</b>	<b>ICT Services</b>

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
<b>Qualifications</b>	<p>Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English &amp; Maths)</p> <p>PLEASE NOTE: You <b>must not</b> hold an existing qualification at the same or higher level as this apprenticeship or in a similar subject</p>		Application form / Certificates
<b>Experience</b>	Working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative	Some basic experience of working in a busy office and/or reception service.	Application / Interview
<b>Knowledge &amp; Skills</b>	<p>IT Skills including ability to use Microsoft Office e.g. Word and Excel.</p> <p>Excellent communication skills, both oral and written</p> <p>Organised with a good attention to detail</p> <p>Good numeracy and accuracy skills</p> <p>Ability to understand and apply regulations and written instructions</p>	<p>Awareness of ICT security</p> <p>Awareness of ICT trends</p> <p>Customer Service Skills</p>	Application / Interview / Reference

	<p>Be articulate and able to converse confidently in a pleasant and professional manner</p> <p>Have an organised and flexible approach to task completion</p> <p>Ability to solve problems logically</p>		
<b>Specific behaviours relevant to the post</b>	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Personal effectiveness</p> <p>Flexible approach to work</p> <p>Committed to own personal development</p> <p>High personal standards and self- discipline.</p> <p>Motivated and positive attitude</p>		Application / Interview / Reference
<b>Other requirements</b>			Application / Interview

**Person Specification dated**

**May 2021**