

 <p>Xentrall Shared Services Delivering Excellence for All</p>		JOB DESCRIPTION	
Directorate: Xentrall Shared Service		Service Area: ICT Services	
JOB TITLE: Apprentice ICT Business Administrator			
GRADE: National Minimum Wage for Age			
REPORTING TO: ICT End User Engagement Coordinator			
APPRENTICESHIP QUALIFICATION: Business Administrator – Level 3			
Duration: 18 months			
1.	JOB SUMMARY:		
	<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>		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	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.	
3	GENERAL		
	<p>Other Duties - 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>Workforce Culture and supporting behaviours and Code of Conduct – 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>Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.</p> <p>Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development</p> <p>Customer Services – 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>Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.</p> <p>Health and Safety – 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>Safeguarding – 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>		
	Name	Signature	Date
Job Description written by (Manager)
Job Description agreed by (Apprentice)

Job Description dated May 2023



PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Level 2 English Language & Maths qualifications - GCSE at Grade C / 4 or above or equivalent Level 2 Functional Skills (Predicted Grade or Obtained)</p> <p>PLEASE NOTE: You must not hold a Level 3 Business Administration qualification</p>		Application form / Certificates
Experience	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
Knowledge & Skills	<p>IT Skills including ability to use Microsoft Office e.g. Word and Excel.</p> <p>Communication skills - listening, spoken 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>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</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
Other requirements			Application / Interview

Person Specification dated May 2023

 Stockton-on-Tees BOROUGH COUNCIL		 Xentrall Shared Services Delivering Excellence for All	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Xentrall Shared Services		SERVICE AREA: Transaction HR / Payroll	
JOB TITLE: Apprentice ICT Business Administrator			
JOB LOCATION / BUILDING: Town Hall, Darlington			
REPORTING TO: ICT End User Engagement Coordinator			

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		N
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		N
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		N

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		N
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		N

Known Risk	Yes	No
<p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p>		N
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		N
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>		N
<p>Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.</p>		N

Other Known Risks		
Known Risk	Yes	No
<p>Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.</p>		N
<p>Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p>		N
<p>Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i></p>		N
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>	Y	
<p>DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p>	Y	
<p>Any Other: Please identify any other known risks associated with this job role.</p>		N

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:

Date: