

		JOB DESCRIPTION	
Directorate: Xentrall Shared Services		Service Area: ICT Services	
JOB TITLE: Trainee Applications Support Analyst			
GRADE: Grade C			
REPORTING TO: ICT Projects & Application Manager			
APPRENTICESHIP QUALIFICATION: Applications Support Lead – Level 4			
APPRENTICESHIP DURATION: 18 months plus End Point Assessment			
1.	JOB SUMMARY: To develop knowledge and experience of, and to assist with implementation, operation, maintenance, and integration between, line of business applications in a corporate environment.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To be part of a team of ICT professionals, and under the guidance of a senior member of the team, provide and contribute to the effective and efficient delivery of a variety of software applications, integrations, and database services.	
	2	Work with the ICT projects team and customers to gain an understanding of requirements and turn these into designs and developing solutions to meet these.	
	3.	To maintain a good level of technical competence and develop new skills and awareness. Collaborate with other ICT teams to ensure the effective support of technology and contribute to the ongoing development of ICT technical services.	
	4.	To keep customers informed of the progress of their logged issues, progressing, updating, and progressing issues with ICT on their behalf.	
	5.	Support resolution of technical issues with the team for the application stack.	
	6.	Assist in the development of a customer focussed and technically proficient Service Desk by adding fixes and work arounds to the ICT Service Desk knowledgebase.	
	7.	Identification of ICT problems and trends and escalate to a senior member of the team where appropriate.	
	8.	Helping to support and maintain effective liaison across ICT Services ensuring that a customer focused approach is embedded in all activities.	
	9.	Maintaining attendance at both work and with the learning provider to enable satisfactory completion of qualifications.	
	10.	Assist in the delivery of ICT services and service objectives through participation in the development and delivery of projects and associated activities.	
	11.	Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers, as necessary.	

3. GENERAL

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.

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.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.


Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

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.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

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.

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.

	Name:	Signature:	Date
Job Description written by: (Manager)	David Barr		28/04/2023
Job Description agreed by: (Post holder)

Job Description dated May 2022





PERSON SPECIFICATION

Job Title	Trainee Applications Support Analyst	
Directorate / Service Area	Xentrall Shared Services	ICT Services

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>A Level 3 qualification (Expected or Obtained) or the equivalent level of work experience</p> <p>Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English & Maths)</p>		Application/Certificates
Experience	<p>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</p>	ICT support experience	Application/ Interview
Knowledge & Skills	<p>Excellent IT Skills - Microsoft Office e.g. Word and Excel</p> <p>Communication skills, particularly listening</p> <p>Good attention to detail</p> <p>Good numeracy and accuracy skills</p> <p>Ability to understand and apply regulations and written instructions</p> <p>Be articulate and able to converse confidently in a pleasant and professional manner</p>	<p>Awareness of ICT trends</p> <p>Customer Service Skills</p> <p>Awareness of line of business applications</p> <p>Awareness of database services and technologies</p>	Application/ Interview/References

	Have an organised and flexible approach to task completion Ability to solve problems logically		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement. Personal effectiveness High personal standards of self-discipline Highly motivated, and not easily discouraged Committed to own personal development		Application/ Interview/Reference
Other requirements			Interview/References

Person Specification dated April 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 Payroll Assistant			
JOB LOCATION / BUILDING: Bayheath House			
REPORTING TO: Payroll & Pensions Manager			

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
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: <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. 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.		N
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		N
Working at Heights - Safety Critical: Employee will be required to work at a height .		N
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.		N

Other Known Risks		
Known Risk	Yes	No
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.		N
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		N
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		N
Lone Working (including Home Working): Employee will be required to work alone.	Y	
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>	Y	
Any Other: Please identify any other known risks associated with this job role.		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: