

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Corporate Services		Service Area: Digital Services and Systems	
JOB TITLE: Trainee Digital Services Designer			
GRADE: F/G/I			
REPORTING TO: Digital Solutions Manager			
APPRENTICESHIP QUALIFICATION: Digital User Experience (UX) Professional (Integrated Degree)			
Duration: 36 months (3 Years)			
1.	JOB SUMMARY: To participate in the design, development and implementation of digital services, including web content and online interactive customer self-serve solutions. This involves the inclusive design of digital customer experiences and the development of service processes. To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To participate in projects and initiatives for the design, development and implementation of digital solutions using agile project delivery methods.	
	2.	To conduct user research to inform the design and development of digital services.	
	3.	To participate in the development of customer profiles and customer experience (CX) journeys.	
	4.	To participate in the design of inclusive user interfaces in accordance with ethical practice and WCAG compliance requirements.	
	5.	To interrogate, analyse and interpret data from a variety of relevant sources to influence design considerations and inform decisions.	
	6.	To contribute to the development of solution specifications and service processes	
	7.	To support the commissioning of systems and services, with particular emphasis on the digital user experience.	
	8.	To interrogate, analyse and interpret varied and complex information and produce management reports, dashboards and graphs.	
	9.	To promote the adoption of digital solutions by training and supporting colleagues and customers to access and make effective use of the council's digital services.	

	10.	To provide information, support and guidance to customers and colleagues as required.
	11.	To actively seek feedback from customers and partner services, ensuring that views are captured and used to inform service improvements.
	12.	To maintain the integrity and security of customer data within digital products and solutions
	13.	To support and maintain live solutions and to provide user support and diagnostics.

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, 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.

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)	Corinne Moore		02/06/2023
Job Description agreed by: (Post holder)			

Job Description dated May 2023

PERSON SPECIFICATION

Job Title/Grade	Trainee Digital Services Designer (Degree)	F/G/I
Directorate / Service Area	Corporate Services	Customer Services and Digital

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>120 UCAS points through A-Levels, BTEC or equivalent Level 3 qualification</p> <p>https://www.ucas.com/ucas/tariff-calculator</p> <p>Maths and English at Level 2 / GCSE Grade C / 4 or above.</p> <p>PLEASE NOTE: You must not hold an existing qualification at the same or higher level as this apprenticeship or in a similar subject</p>		Certificates & Application form
Experience	<p>Experience using digital products and services, particularly websites, apps and the Microsoft office toolkit, and/or a Level 3 qualification in a relevant subject</p> <p>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>		Application / Interview

Knowledge & Skills	<p>An understanding of the benefits of user-focused digital design.</p> <p>Excellent IT Skills</p> <p>Ability to communicate clearly both verbally and in writing</p> <p>Well-developed listening skills and the ability to assimilate important information.</p> <p>Ability to deal politely, efficiently and courteously with a wide range of individuals.</p> <p>Organised with a good attention to detail.</p> <p>Ability to work as part of a team and to work independently.</p>	Understand the various and different needs of the Council's customers. Understand the challenges associated with the introduction of digital services.	Application / Interview / References
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>Compassion, Dignity & Respect for others.</p> <p>Resilience.</p>		Application / Interview / References
Other requirements	<p>Flexible working – to respond to the needs of the service / client.</p> <p>The ability to travel independently for work and study purposes.</p>		Application / Interview

Person Specification dated

October 2026

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Corporate Services	SERVICE AREA: Customer Services and Digital
JOB TITLE: Apprentice Digital Services Designer (Degree)	
GRADE: F/G/I	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Digital Solutions 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: CMoore

Date:02/06/2023

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk