

 Stockton-on-Tees BOROUGH COUNCIL		CAREER PROGRESSION
DIRECTORATE:		Corporate Services
SERVICE AREA:		Digital Services and Systems
JOB TITLE		Trainee Digital Services Designer
REPORTING TO:		Digital Solutions Manager
QUALIFICATION		BSc (Hons) Digital User Experience (UX) Professional (Degree Apprenticeship)
DURATION:		36 Months (3 Years)
PROGRESSION CRITERIA: Progression within the Apprentice Digital Services Designer career grade is subject to satisfactory completion of appropriate stages of BSc (Hons) Digital User Experience (Degree Apprenticeship) & relevant work experience responsibility and capability within the workplace.		
Grade	Job Title	Criteria
Y1 F 0-12mths	Trainee Digital Services Designer	Undertaking Y1 including the completion of all modules at Level 4. <ul style="list-style-type: none">• UX foundations & principles• Understanding user behaviour• User & business research• Usability & accessibility• Turning insights into requirements• Building a professional portfolio Completion of relevant work experience detailed in the job description, working in a supported role. This will include assisting with user and business research, responding to customer queries, contributing to the design and development of digital solutions, and applying accessibility and usability principles. The apprentice will begin to build their professional portfolio and will seek advice and support from experienced colleagues when required.
Y2 G 12-24mths	Trainee Digital Services Designer	Completion of Y1 and progression and undertaking of Y2 at Level 5. <ul style="list-style-type: none">• UX strategy & collaboration• Defining user types• Problem statements from research• Ideation & iterative design• Working with stakeholders & multidisciplinary teams• User testing & evidence-based decisions

		<p>Completion of relevant work experience detailed in the job description, with increasing responsibility for defined tasks and work packages.</p> <p>This will include contributing to user research, developing user types and problem statements, producing wireframes, process maps and user journeys, supporting iterative design and user testing, and working with stakeholders and multidisciplinary teams.</p> <p>The apprentice will use evidence to inform design decisions and support the training of end users where required.</p>
Y3 I 24- 36mths	Trainee Digital Services Designer	<p>Completion of Y2 and undertaking and progression to Y3 at Level 6.</p> <ul style="list-style-type: none"> • Leadership, impact & real-world delivery • Evaluating products (UX metrics & KPIs) • Championing the user voice • Future trends & emerging technologies • Work-based UX project <p>Completion of relevant work experience detailed in the job description, demonstrating the ability to work with greater independence and lead assigned digital design and development activity.</p> <p>This will include planning and delivering a work-based UX project, evaluating digital products using appropriate UX measures and key performance indicators, championing the user voice, considering emerging technologies and presenting evidence-based recommendations.</p> <p>The apprentice will lead or coordinate user research, design, testing and implementation activity and deliver training to end users where required.</p> <p>Working towards completion of Level 6 qualification including End Point Assessment and work-based project.</p>

Dated: October 2026

PERSON SPECIFICATION

Job Title	Trainee Digital Services Designer (Degree)	
Directorate / Service Area	Digital Services and Systems	

	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>		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>	An understanding the various and different needs of the Council's customers. Understand the challenges associated with the introduction of digital services.	Application / Interview
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
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