| Stockton-on-Tees BOROUGH COUNCIL | **JOB DESCRIPTION** |
|---|---|
| **Directorate:**<br>**Corporate Services** | **Service Area:**<br>**Digital Services and Systems** |
| **JOB TITLE: Apprentice AI and Automation Practitioner** | |
| **GRADE: F** | |
| **REPORTING TO: Digital Solutions Manager** | |
| **APPRENTICESHIP QUALIFICATION: AI & Automation Practitioner, Level 4**<br>**Duration: 13 months** | |

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| **1.** | **JOB SUMMARY:**<br>To support the identification, design, implementation and improvement of AI and automation solutions that streamline Council processes, reduce repetitive activity and improve services for colleagues and customers. The post holder will work with service users and Digital colleagues to understand needs, map processes, develop and test low-code or no-code solutions, and support their safe adoption.<br><br>To work towards successful completion of the Level 4 AI & Automation Practitioner apprenticeship whilst gaining relevant, supervised workplace experience. | |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** | |
| | 1. | To participate in AI and automation projects from initial discovery through to implementation and review. Work alongside Digital colleagues, technical specialists and suppliers where a solution needs more complex development or integration with other systems. |
| | 2. | Work with teams across the Council to understand how they work and spot opportunities where AI, automation or other digital tools could save time, reduce repetitive tasks and improve services. |
| | 3. | To map current and future processes, working with Council services to capture user requirements and contribute to clear solution designs and specifications. |
| | 4. | To Design, build, test and improve digital workflows and automations using low-code or no-code tools, with guidance and support from experienced colleagues, under appropriate supervision and within agreed technical standards. |
| | 5. | To use data and evidence to help identify opportunities, understand performance and assess whether solutions deliver intended benefits. |
| | 6. | To apply human-centred design principles so that solutions are accessible, inclusive, usable and appropriate for the people affected by them. |

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| | 7. | To follow the Council's requirements for information governance, data protection, cyber security, records management, accessibility and responsible use of AI. |
| | 8. | To identify and document risks, limitations, dependencies and required controls, escalating concerns where appropriate. |
| | 9. | To contribute to testing, quality assurance, documentation, change control and the transition of approved solutions into live use. |
| | 10. | To provide clear guidance, demonstrations and support to help colleagues understand and make effective use of new AI and automation solutions. |
| | 11. | To gather feedback, monitor how solutions are being used and contribute to continuous improvement and optimisation. |
| | 12. | To maintain accurate project, technical and user documentation, including process maps, decisions, test results and support information. |
| | 13. | To keep knowledge of relevant AI, automation and digital tools up to date and share learning with colleagues in a clear and practical way. |
| | 14. | Take responsibility for agreed tasks and small projects, with support and guidance, while completing the Level 4 apprenticeship and applying learning in the workplace. |

**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.

**The Council's Values, Behaviours and Code of Conduct -** The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

**Corporate Parenting -** As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

**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 | | 09/10/2026 |
| Job Description agreed by: (Post holder) | …… | …… | …… |

**Job Description dated October 2026**

# PERSON SPECIFICATION

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|---|---|---|
| **Job Title/Grade** | **Apprentice AI and Automation Practitioner** | **F** |
| **Directorate / Service Area** | **Corporate Services** | **Digital Services and Systems** |

| | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
|---|---|---|---|
| Qualifications | A Level 3 qualification, such as an apprenticeship, A levels or BTEC.<br><br>5 GCSEs at Grade 4 (C) or above, including English and Maths.<br><br>Applicants must meet apprenticeship funding and prior-learning eligibility requirements. | A qualification or previous learning in digital technology, data, business improvement, information systems or a related subject. | Certificates & Application form |
| Experience | Experience of using digital and AI tools, such as Microsoft 365, at work, in education or in another setting.<br><br>Experience of working with other people to understand a problem, complete a task or make an improvement.<br><br>Experience of organising your own work and completing tasks by an agreed deadline. | Experience of process mapping, data analysis, low-code tools, automation or responsible use of AI.<br><br>Experience in a customer-focused environment. | Application / Interview |

| | | | |
|---|---|---|---|
| | Experience of explaining information or ideas clearly to other people. | | |
| Knowledge & Skills | An interest in AI, automation and how technology can be used to improve services.<br><br>Able to communicate clearly in writing and verbally.<br><br>Able to listen, ask effective questions and understand user needs.<br><br>Logical and curious approach to problem solving.<br><br>Good attention to detail and willingness to test and learn.<br><br>Able to work collaboratively and use own initiative within agreed boundaries.<br><br>Able to handle information responsibly and recognise when to seek advice. | Awareness of the opportunities and risks associated with AI and automation.<br><br>An awareness of tools such as Microsoft Power Automate, Power Apps, Copilot or similar platforms.<br><br>An understanding of the importance of data protection, cyber security, accessibility, equality and responsible AI.<br><br>Understanding of Council services or public-sector working.<br><br>An awareness that technology and automation can affect different people in different ways. | Application / Interview / References |

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| Specific behaviours relevant to the post | Demonstrates the Council's Behaviours which underpin the Culture Statement.<br><br>Committed to learning and personal development.<br><br>Compassion, dignity and respect for others.<br><br>Responsible, open to feedback and willing to challenge constructively.<br><br>Resilient and adaptable when working through unfamiliar problems. | Interest in digital transformation and using technology to improve public services. | Application / Interview / References |
| Other requirements | Able to undertake the full apprenticeship programme and complete work-based learning activities.<br><br>Flexible approach to meet service and learning needs.<br><br>Ability to travel independently for work and study purposes where required. | | Application / Interview |

**Person Specification dated October 2026**

| Stockton-on-Tees BOROUGH COUNCIL | **KNOWN RISKS FOR THIS ROLE** |
|---|---|
| **DIRECTORATE:**<br>**Corporate Services** | **SERVCE AREA:**<br>**Digital Services and Systems** |
| **JOB TITLE: Apprentice AI and Automation Practitioner** | |
| **GRADE: F** | |
| **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/s2 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.<br>(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.<br>Work with asbestos' includes:<br>○ Work which removes, repairs, or disturbs asbestos<br>○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment)<br>○ 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)<br>The lead must also be in a form in which it is likely to be:<br>○ Inhaled, e.g., lead dust, fume or vapour.<br>○ Ingested, e.g., lead powder, dust, paint or paste; or<br>○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate.<br>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<br>*Food Handlers Questionnaire to be completed and sent to Occupational Health* | | **N** |
| **Night Workers:** Employee will be regularly working at night<br>*Optional Night Worker Questionnaire available* | | **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)<br>***DSE Training and assessment should be completed on commencement – arranged by manager*** | **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: Corinne Moore Date:09/10/2026

**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**