

| | |
|------------------------|---------------------------------|
| Designation: | ICT Services Apprentice |
| Grade: | Stroud 1 |
| Responsible to: | Service Delivery Manager |
| Service Area: | ICT Services |

ESSENTIAL CRITERIA

QUALIFICATIONS

- Good general education with at least 5 GCSEs grades C or above including Maths and English

EXPERIENCE

- Experience in the use of ICT preferably including MS Office (Word and Excel)
- Proven ability to work effectively as part of a team
- Experience of working with the public

SKILLS & KNOWLEDGE

- Good written and verbal communication skills.
- Good knowledge in using computer systems and a good knowledge of word and excel.

PERSONAL ATTRIBUTES

- Commitment and ability to achieving a Support Technician qualification in Information Communication Technology.
- Enthusiasm for learning 'on the job' and personal development.
- Customer focused, being able to deal with customers, both on the phone and face to face
- Positive, enthusiastic, committed and flexible attitude towards work, team members, colleagues and other persons.
- Self-motivated and organised.

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

- NVQ level 2 relating to Information Communication Technology or experience of working in an IT role.

EXPERIENCE

- An understanding of the work of local government

- Basic knowledge of software installs and windows operating systems.

CORE COMPETENCIES

1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. **Customer Focus**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment of understanding and meeting their needs, inline with policies.

3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.