

## JOB DESCRIPTION

<b>Department:</b>	Finance & Resources
<b>Post Title:</b>	Digital Application Support Apprentice Level 3
<b>Responsible to:</b>	Head of HR, Project Management and Governance & Director of Sales & DTC
<b>Posts reporting to this post:</b>	None
<b>DBS Required Level:</b>	Standard
<b>Date of Description:</b>	May 2021

### KEY OBJECTIVES

You are proactive and passionate about serving the organisation and creating positive, lasting change that builds on the skills and assets of all. You are someone who can hit the ground running, be a fast learner and a keen problem solver. This is a fantastic opportunity to further your training with a career in a company that will value and reward your contribution.

The successful person will work in a supported learning environment to develop the skills and knowledge required for a Digital Application Support Apprentice and complete a Level 3 qualification.

You will focus on hardware, software and various shared digital IT process areas in order to gain a breadth of knowledge and skills which will allow you to apply for other positions should opportunities arise at the end of the apprenticeship. The focus will be on learning about technologies, methods, and acquiring skills and proficiency, whilst providing some additional capacity to the team. Your primary job function will be to support the organisation with their day-to-day IT support requirements along with supporting the team with the CRM System and Digital Time Credits Portal.

Your training will give you the knowledge and skills to allow you to take specific responsibility in the following areas:

#### IT:

- Onboarding and Offboarding of Staff
- Fielding questions from Tempo Staff
- Communicating with our external IT support
- Keeping asset register up-to-date
- Keep software register up to date
- Administering the Microsoft 365 Admin Portal

#### CRM:

- Manage backlog of requests
- Onboarding of new staff with relevant security roles and training
- Checking data/keeping it up-to-date (e.g. changing owners)
- Bulk uploading data where necessary
- Creating resources for staff

#### Digital Time Credits Portal:

- Fielding questions from staff
- Providing CST with admin-only data
- Keeping track of the Reporting Tool and its closure
- Help with reporting
- Communicating with Yalla our system support
- Monitoring the backlog
- Keeping resources up-to-date
- Attending weekly stand-up meetings
- Helping CST with Zendesk
- Bug testing (during project development)

#### General Administrative Tasks/Premises Management:

- Assist the Head of HR, Project Management and Governance with administrative tasks.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

*Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.*

## PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The Knowledge/Education and Experience sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The Competencies section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The Special Conditions section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE / EDUCATION</b>	<ul style="list-style-type: none"> <li>○ GCSE Grade A-C in Maths and English</li> <li>○ Knowledge and proficiency in the use of Microsoft Office packages including databases</li> </ul>	
<b>EXPERIENCE / SKILLS</b>	<ul style="list-style-type: none"> <li>○ Organising, prioritising and planning</li> <li>○ Ability to manage a busy workload</li> <li>○ Attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>○ Experience using CRM systems</li> <li>○ Engaging and working with multiple teams, influencing others to support your work</li> </ul>

<b>COMPETENCIES</b>	
<b>LEADERSHIP</b>	
<b>Managing and Developing Performance</b>	<ul style="list-style-type: none"> <li>○ Keeps up to date with new processes and information in own role</li> <li>○ With support, from your line manager and training provider seek opportunities to develop, taking responsibility for own personal development plan</li> <li>○ Takes a methodical and consistent approach to completing work in line with personal objectives</li> </ul>
<b>DELIVERING RESULTS</b>	
<b>Planning &amp; Organising</b>	<ul style="list-style-type: none"> <li>○ Actively participate in planning and prioritising own workload to meet agreed deadlines under the supervision of your line manager</li> <li>○ Checks for errors to ensure work is delivered to a high standard first time</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>○ Makes suggestions and implements improvements to personal work processes</li> <li>○ Actively supports new initiatives and tries different ways of doing things</li> </ul>
<b>WORKING WITH OTHERS</b>	
<b>Building and Maintaining Relationships</b>	<ul style="list-style-type: none"> <li>○ Builds rapport quickly with people at all levels and from different backgrounds</li> <li>○ Shares information openly with colleagues within and outside own team</li> </ul>
<b>Stakeholder Focus</b>	<ul style="list-style-type: none"> <li>○ Demonstrates an enthusiastic and 'can do attitude' to all requests</li> <li>○ Provides timely, accurate and personalised responses</li> <li>○ Provides a polite and helpful first point of contact for stakeholders</li> </ul>
<b>Communicating &amp; Influencing</b>	<ul style="list-style-type: none"> <li>○ Speaks and writes clearly and succinctly using appropriate language that is easy to understand</li> <li>○ Checks for understanding</li> </ul>
<b>SPECIAL CONDITIONS</b>	<ul style="list-style-type: none"> <li>○ Flexible regarding working hours including evenings &amp; weekends</li> <li>○ Willingness &amp; ability to travel independently.</li> <li>○ Some regional travel and national travel with overnight stays.</li> </ul>