



## Job Profile

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<b>JOB TITLE:</b>	Technical Support Apprentice
<b>GRADE:</b>	Apprenticeship Level 3
<b>POST NO:</b>	Post specific
<b>JOB FAMILY:</b>	Administration
<b>JOB TIER:</b>	5
<b>DBS / ISA CHECK:</b>	Dependant on Service Area
<b>GROUP:</b>	Resident Services
<b>SERVICE:</b>	Technical Administration Service

### REPORTING STRUCTURE

<b>Reports to:</b>	Technical Support Supervisor/Technical Support Co-Ordinator
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<b>Direct Reports:</b>	None
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<b>Indirect Reports:</b>	None
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### ROLE PURPOSE:

Delivery of technical and core administrative support to teams, meeting performance targets and embedding a culture of "Putting our residents first" where continuous service improvement is maintained.

# Job Description

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## 1. People Management

- No direct supervisory responsibility however may be required to assist in induction and training of peers and new employees.

## 2. Customer Management / Care

- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council's vision of 'putting our residents first'.
- Respond to customer queries and escalate issues and messages to the technical managers and professional workers
- Commitment to the highest level of service delivery
- Learn from best practice and lead by example in the development of a customer focused team empowered to continually improve levels of service delivery through innovative and creative approaches to service improvement.

## 3. Operational Service Delivery

- Assist with delivering delivering complex, routine, and emergency tasks against the technical administrative standards to ensure consistency in maintaining service delivery
- Deliver an administration support service across the directorates, reacting to peaks and troughs of work in any council location as required
- To work as part of a team responsible for meeting deadlines and committed to delivering high standards of customer care
- Develop and maintain an understanding of the operational workflow processes and linkage with the technical administrative support services
- Prioritise tasks assigned and advise Technical Support Supervisor/Technical Support Co-Ordinator of any issues
- Ability to learn administrative tasks in a short space of time to meet changing service requirements

- To provide more general support to service areas if the need arises.
- Assist with any financial queries, including payments
- Develop an understanding and ensure compliance with Financial Regulations with respect to budget commitments and payments
- Support inputting of service packages onto case management systems

### **CYPS/ASC role-specific activities:**

Participate in all team activities including (but not limited to):

- Team meeting preparation, updating core database systems, being the first point of contact for the team caseload, and managing bring-up/bring forward systems
- Support operational staff with the use of the case management system with the principal objective of up-skilling staff to self-manage and therefore ensure maximum use of the case management system functionality
- Where applicable, provide support with case management and document management systems (i.e. ICS Protocol and Civica) knowledge to resolve complex system issues (with support from ICT when required)
- Support Teams with awareness and use of management information to enhance service delivery

## **4. Service Planning & Development**

- Develop knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Undertake ongoing training to develop skills and knowledge to deliver services effectively
- Ensure services are delivered within any set Service Level Agreements (SLAs) which cover all aspects of service delivery with performance and response levels, and escalating SLAs are that are likely not to be met to the Supervisor

## **5. Financial & Resource Management**

- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems

## **6. Continuous Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Support the delivery of continuous monitoring of team and individual performance and own productivity against set standards and targets
- Support the Technical Support Supervisor/Technical Support Co-ordinator in the delivery of improvement initiatives and change programmes
- Ensure quality of output is maintained and issues are resolved effectively with the Technical Support Supervisor/Technical Support Co-ordinator
- Sustain the understanding of operational services to ensure effective delivery of tasks
- To be responsible for own personal development, and to take part in training as and when identified or requested

## **7. Contacts**

- Internal: All levels of staff, up to and including Deputy Chief Executive, Central Services, Corporate IT, HR, Facilities Management, L&D and as required Councillors, the Chief Executive and Corporate Directors.
- External: Members of the public, Local authorities, private organisations, schools and colleges, community groups, representatives of London- wide and regional bodies, contractors, other public bodies, and suppliers

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## **9. KEY PERFORMANCE INDICATORS**

- Delivery of agreed targets within PADA
- Delivery against any agreed service levels
- Delivery against performance, productivity and quality targets.

## B. Person Specification

### Technical Support Apprentice

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This person specification will be used for recruitment to the **Technical Support Apprentice** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Minimum 3 GCSE level (Grade A* to C) including Maths and English, or equivalent	✓	
Willingness to study towards a relevant professional qualification	✓	
An equivalent or higher qualification in the same professional area (Business Administration) cannot be held	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Prepared to work flexibly to meet the needs of the service, including with other teams and other geographical locations, as and when required.	✓	
Maintain confidentiality at all times.	✓	
Interest in developing a career in the field of Business Administration/Technical Support	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience of prioritising of work effectively and accurately.	✓	
Experience of developing and maintaining good working relationships		✓
Experience of dealing sensitively with members of the public		✓
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Excellent ICT skills including Word, Excel	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b>	✓	

Committed to delivering the goals and priorities of the team and Service		
Seeks to improve the Council's service delivery		
Optimistic and not easily discouraged		
Positive about change and does not act as a barrier		
Presents options for improvements		
Celebrates the team's success		
<b>Takes responsibility and delivers results</b>	✓	
Seeks to achieve and exceed targets, at, team and personal level		
Ensures work is delivered on time and is of a good quality		
Sets a positive example in the way they perform their role		
Plans, prioritises and organises workload to meet deadlines		
<b>Team working</b>	✓	
Builds effective relationships within and between teams, as appropriate		
Shares ideas, knowledge & good practice with others		
Works collaboratively with all colleagues and other agencies (where appropriate) to deliver improved services to service users and residents		
Is supportive of others and appreciates their work		
Capable of putting the Council's interest first		
Is aware of the role members', partners' and stakeholders'		
<b>Communication</b>	✓	
Easily expresses self and ideas.		
Has the knowledge of and the ability to use technology		
Listens, questions and clarifies to ensure full understanding		
Adapts style to suit the needs of the audience		

<p><b>Customer Care</b></p> <p>Raising service user and residents' satisfaction is understood and is a commitment</p> <p>Acts as an ambassador for LB Hillingdon-communicating consistent positive and realistic messages about the Council</p> <p>Engages with the Council's users, strives to understand and meet their needs and preferences</p> <p>Takes feedback and ensures services adjust and respond</p> <p>Adheres to and delivers on the customer care promise</p> <p>Welcoming everyone who contacts us</p> <p>Being helpful, polite and courteous</p> <p>Respecting each and every customer</p> <p>Taking time to listen and understand, demonstrating empathy</p> <p>Giving clear information about service standards and timescales</p> <p>Taking ownership and working together as one Council</p>	✓	
<p><b>Takes ownership of personal development</b></p>	✓	
<p>Positively contributes to the PADA process</p> <p>Proactively engages in learning and development</p> <p>Reviews own performance and assesses own potential to develop</p> <p>Self-aware, admits mistakes and aims to learn from them.</p> <p>Gives and seeks to receive constructive feedback</p> <p>Shares learning and expertise</p>		