



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Data Enablement Apprentice
GRADE:	Apprentice Level 3
POST NO:	TBC
JOB TIER:	TBC
DBS CHECK:	Basic
GROUP:	Data Enablement
SERVICE:	Business Intelligence

REPORTING STRUCTURE

Reports to:	Data Enablement Manager
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

To support the Data Enablement team in delivering high-quality reporting and promoting the effective use of Power BI across the council. The role will focus on assisting with the rollout of reports, supporting low-usage services, and developing knowledge around performance management reporting and Power BI capabilities. The Enablement Apprentice will also participate in training to develop skills in data reporting, analysis, and stakeholder engagement.

A. Job Description

1. Resident & Community Contribution

- Contribute to improving service performance by supporting the adoption and effective use of data tools, ensuring council services are aligned with residents' needs.
- Demonstrate understanding of the Council's Customer Care Standards to deliver the vision of 'putting our residents first'.

2. People Management

- None required but will work collaboratively with the Enablement team and other council services.

3. Operational Service Delivery

- Assist with the rollout of Power BI reports and dashboards to services.
- Monitor and support services with low usage of reporting tools, ensuring they are aware of their key metrics and how to access them.
- Help in identifying and resolving minor data or reporting issues to improve usability and accessibility.
- Provide demonstrations of Power BI dashboards and tools to council services to showcase their value.

4. Service Planning & Development

- Contribute to the development of user guides, training materials, and FAQs to support service users.
- Assist in gathering feedback from services to improve the usability and adoption of reports.
- Participate in team planning sessions to align activities with the Data Enablement team's objectives.

5. Financial & Resource Management

- Ensure that any resources or tools used are in line with council policies and approved systems.

6. Service Improvement

- Support the Enablement team in identifying opportunities for improving reporting processes and increasing engagement with Power BI tools.
- Assist in testing and reviewing new features or updates to reporting tools before rollout.

7. Contacts

- Work with the Enablement team and other members of the Business Intelligence service.
- Engage with council service users to provide support, demonstrations, and gather feedback.

8. Additional Responsibilities

- Complete training and development activities as part of the apprenticeship program.
- Undertake other reasonable tasks as instructed by the Enablement team to support role objectives.

9. Key Performance Indicators

- Successful completion of apprenticeship program and associated coursework.
- Number of services supported with low reporting usage.
- Quality and accuracy of contributions to training materials and user guides.
- Feedback from services on support and demonstrations provided.

B. Person Specification

Enablement Apprentice

This person specification will be used for recruitment to the Enablement 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.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Genuine interest in data analytics, reporting, and business intelligence, including tools such as Power BI. Familiarity with Microsoft Office applications, particularly Excel, Word, and PowerPoint. Minimum GCSEs (or equivalent) at grades 4–9 (A*–C), including Mathematics and English. Willingness to complete a Level 3 Apprenticeship in Data / Business Intelligence or a related field.	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to read and understand complex datasets and support service change. Strong people skills and willingness to work collaboratively. Ability to meet Basic DBS check requirements.	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/>
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Familiarity with Microsoft Office, particularly Excel, Word, and PowerPoint. Previous experience in customer service or working with stakeholders to resolve queries or provide information. Experience working collaboratively with others in a professional, educational, or community setting. Exposure to data reporting tools such as Power BI, Tableau, or similar analytics platforms. Experience providing support or guidance to colleagues or peers. Involvement in projects requiring data collection, analysis, or presentation (for example school, college, or work-related projects). Participation in training or development programmes related to IT, data analysis, or business intelligence. Volunteering or work experience in a public sector, local government, or community-focused environment.	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Ability to collaborate with stakeholders and provide support. Willingness to learn and develop skills in data analytics and reporting. Ability to provide training, guidance, and support to others. Awareness of how data can be used to support services and decision-making. Knowledge of data analytics and business intelligence concepts. Skills in using Power BI reporting tools. Ability to provide advice and guidance on data usage.	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Experience monitoring and responding to low usage of Power BI reports.		<input checked="" type="checkbox"/>
5. COMPETENCIES	ESSENTIAL	
<p>Residents and Community Focus</p> <p>Puts residents first and delivers the Customer Care Promise. Is welcoming, helpful, polite, and empathetic. Takes ownership and provides clear information about service standards and timescales. Treats customers and colleagues with dignity and respect. Demonstrates understanding of local government purpose and the Nolan Principles. Adopts a One Council approach to service delivery.</p>	<input checked="" type="checkbox"/>	
<p>Accountability and Delivery</p> <p>Plans, prioritises, and organises workload to meet deadlines. Is quality-focused and accepts responsibility for outcomes. Understands financial implications of service delivery. Is cost-conscious, aware of budgetary controls, and escalates decisions appropriately.</p>	<input checked="" type="checkbox"/>	
<p>Inspirational Collaboration</p> <p>Engages with the Council's vision and priorities. Takes a One Council approach in team meetings and decisions. Actively listens and contributes constructively. Takes responsibility for own development and wellbeing. Encourages feedback and actively participates in learning activities. Applies new knowledge and skills in the workplace.</p>	<input checked="" type="checkbox"/>	
<p>Drives Change and Improvement</p> <p>Is solution-focused and challenges existing practices. Willing to try new ways of working. Accepts responsibility and learns from mistakes. Remains positive, open-minded, and engaged with change and service improvement.</p>	<input checked="" type="checkbox"/>	