

## **JOB DESCRIPTION**

<b>Directorate</b>	Executive Directors Department
<b>Division</b>	Administrative Services/Business Support
<b>Post No &amp; Job Title:</b>	Improvement Technician - Apprentice
<b>Grade:</b>	Grade 2
<b>Responsible to:</b>	L75 – Business Support Manager
<b>Main purpose of the job</b>	To develop the skills, experience, attitudes and competencies to identify and put forward improvement opportunities and provide an effective and efficient administrative service within Business Support whilst undertaking and successfully completing an improvement based apprenticeship programme with the Council.

### **Main Duties and Responsibilities:**

Through appropriate training the post holder will gain the knowledge and experience enabling them to contribute to the following key tasks, working as directed by the senior members of the team.

1. To work, under instruction and supervision, as part of a team to deliver an efficient, effective and quality service within the Business Support Team to all service areas in line with the service level agreements.
2. To work to defined business standards and processes, performing a wide range of business support tasks with due regards to confidentiality and safeguarding, and in accordance with timescales and all relevant Council Policies.
3. To assist with engaging team members to identify improvement opportunities and solutions.
4. To work with team members to implement improvement solutions.
5. To share learning in LEAN and Six Sigma methodology and techniques.
6. To learn how to answer/deal with queries within the service, both face to face and via the telephone. To take messages and pass them on to the relevant member of staff in an appropriate and timely manner. To deal with Council employees and customers in order to gain a good understanding of customer care.
7. Assist with financial processes, processing orders and assist with resolving issues.
8. To assist with the organisation of meetings and events including booking venues, issuing invitations and papers and observe taking minutes and any actions arising.
9. To learn how to use ICT systems to log service requests, export information, photocopy, scan and index documents.
10. To learn how to maintain multiple filing systems in line with the organisation's policies and procedures. To assist with the maintenance of records and accuracy of data.

8. To attend and take part in team meetings and regular reviews with the Business Support Team Leader.
9. To ensure all corporate learning and development is undertaken in a timely manner and to sign to a learning contract with the training provider and adhere to the agreement.
10. To use equipment (under instruction and supervision) appropriate to the role in a safe manner.
11. To gain a thorough understanding of the Council's core values and working practices within local government.
12. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

### **NOTE**

The above job description sets out the main responsibilities of Improvement Technician Apprentice but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.