



ICT Apprentice

Job Description and Person Specification

Directorate:	Transformation & Change	Service:	ICT			
Responsible to:	ICT Service Desk Lead	Responsible for:				
Grade:	Grade 1/2					
Location:	Civic Centre, Poulton-le-Fylde					
Job Purpose:						
To work on the ICT service desk, responding to requests for assistance from Council Officers and councillors. To develop knowledge and expertise in the technical administration of council ICT software systems.						

Key Tasks & Responsibilities:

- To support the work of the ICT Service desk, responding to requests for service/assistance from council employees and Councillors under the direction of the Service Desk Lead.
- To ensure that Incident and Service Request information is presented within the ITSM software application consistently to maintain effective internal technical and external customer communication and to avoid duplication of effort.
- To assist in the achievement of team performance and quality targets.
- To assist in the delivery of systems training to council officers and members as required in order to maximise “buy-in” the efficient use of the various council software systems and devices.
- To promote Digital Transformation through customer self-service.
- To contribute to Continual Service Improvement and maintain the ICT Service Knowledgebase.
- To support all the ICT staff to deliver highly available services to the ICT customers providing cover and support when necessary.

- To contribute to projects supporting delivery of the digital strategy.
- To assist in the provision of ICT support for remote council sites.
- To assist in the maintenance of the council's ICT asset register.
- To adhere to all relevant Council and service administrative requirements, policies and procedures.
- To undertake any other relevant duties appropriate to the grade, and commensurate with the post holder's skills and experience, as directed by the Service Manager – Digital and Customer.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Level 2 English and maths (equivalent to GCSE grades 9 to 4 or A* to C)	Essential	Application/Interview
Good general level of education	Essential	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to deal with council customers	Essential	Application/Interview

on a “one to one” basis, both in person and over the phone		
Ability to use various computer software systems	Essential	Application/Interview
Ability to prioritise work-loads and work under pressure of deadlines	Essential	Application/Interview
Organised and methodical approach to problem solving	Essential	Application/Interview
Ability to handle sensitive issues in a professional and courteous manner	Desirable	Application/Interview
Ability to maintain client confidentiality	Essential	Application/Interview
Keen interest in IT related subjects	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Previous experience and ability to work as part of a team	Essential	Application/Interview
Previous experience working with various software systems	Desirable	Application/Interview
Previous experience delivering high quality service working in a customer focused role	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- ICT Service Desk Hours are 07:15 – 17:00 and support cover must be maintained by ICT Service Desk staff on a rota basis.
- The apprentice is required to successfully complete a course in ICT via day or block release to college.
- Progression to Grade 2 will be subject to obtaining the agreed ICT qualification.

Prepared by: Lee Brophy

Date: February 2026

Post Holder Signature:

Date: