Job Description and Person Specification

Post Title: ICT and Innovation Apprentice

Reports to: Chief Technology and Innovation Officer

Scale: Blaby Apprentice Scale: Year 1 £18,000; Year 2 £24,455

Politically Restricted: No

Overall Purpose

To develop practical ICT service delivery, automation, artificial intelligence and service improvement skills while completing the Level 4 Artificial Intelligence (AI) and Automation Practitioner apprenticeship. The postholder will support the day-to-day delivery of ICT services, identify opportunities to improve how the Council works, and help design, test, document and embed secure, responsible digital solutions.

The role follows a structured two-year development pathway. Year 1 focuses mainly on operational ICT understanding, while Year 2 places greater emphasis on delivering technology, automation and improvement solutions.

Key Roles, Tasks and Responsibilities

- Support colleagues with day-to-day ICT enquiries, service requests, devices, systems and standard troubleshooting, escalating issues appropriately.
- Log, update and resolve work accurately through the Council's ICT service management processes.
- Build an understanding of Council services, operational challenges and user needs through observation, support activity and engagement with colleagues.
- Help map existing processes and identify repetitive, manual or inefficient activities that may benefit from redesign, automation or responsible use of AI.
- Assist with evaluating digital tools and platforms against business needs, accessibility, security, data protection, value and organisational standards.
- Design, configure, test and document low-code automation, workflow and AI-enabled solutions under appropriate supervision.
- Contribute to workshops, discovery activity and solution design with service teams and stakeholders.
- Prepare clear process maps, requirements, user guidance, technical notes, test evidence and support documentation.
- Support implementation, user testing, training, communication, adoption and continuous improvement of new solutions.

- Monitor agreed measures and feedback to help assess whether solutions improve efficiency, accuracy, productivity or user experience.
- Apply Council governance, information security, data protection, accessibility, ethical AI and records-management requirements.
- Contribute to ICT Enablement Framework initiatives and wider corporate improvement priorities.
- Communicate progress, risks, issues and learning clearly to colleagues, managers and stakeholders.
- Attend training, complete off-the-job learning and maintain the evidence required for the apprenticeship.
- Demonstrate continuous learning, curiosity and responsible professional behaviour, keeping knowledge of relevant technology trends up to date.
- Undertake other duties appropriate to the nature and level of the role as learning and capability develop.

Development Pathway

Stage	Indicative split	Primary focus
Year 1: Foundation	3 days ICT Service Delivery 2 days Technology & Innovation	User support, service desk, devices and systems; operational understanding; governance, security and standards; introduction to automation tools and ICT Enablement Framework activity.
Year 2: Development	2 days ICT Service Delivery 3 days Technology & Innovation	Automation, AI and process improvement; project delivery; stakeholder engagement; solution design and implementation; benefits measurement and embedding change.

Post Characteristics

Allowances: None

On call/emergency situations: N/A

Security/safeguarding checks: None

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To use equipment and systems safely and responsibly.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Essential:

An interest in digital technology, automation, AI and how technology can improve services 3,4

Basic understanding of good customer service and the importance of clear communication 3,4

Awareness of confidentiality, information security, data protection and responsible use of technology 3,4

Understanding of the importance of accuracy, testing and attention to detail 3,

Desirable:

Awareness of local government or public services 3,4

Awareness of process improvement, automation, data or digital accessibility 3,4

Experience

Desirable:

Experience gained through work, volunteering, study or personal projects involving technology, problem solving or helping users 3,4

Experience of using Microsoft 365 applications or other digital tools 3,4

Experience of explaining a task, system or idea to another person 3,4

Skills/Abilities

Essential:

Good written and verbal communication skills 3,4

Logical approach to problem solving and the confidence to ask questions 3,4~~,5~~

Ability to organise work, manage time and meet agreed deadlines 3,4

Ability to learn new systems, tools and procedures 3,4~~,5~~

Ability to work accurately and follow processes while recognising when to seek support 3,4~~,5~~

Ability to work positively with colleagues and stakeholders as part of a team 3,4

Ability to explain technical information in a clear, user-friendly way 3,4~~,5~~

Curiosity, initiative and willingness to test, learn from feedback and improve 3,4

Desirable:

Confidence in communicating with a wide range of people 3,4~~6~~

Ability to keep calm and professional when dealing with challenging situations 3,4,5~~6~~

Qualifications/Training

Essential:

GCSEs (or equivalent) including English and Maths (Grade 4/C or above) 3,5~~6~~

Other

Essential:

Commitment to equality, diversity, inclusion and accessible services 3,4

Commitment to responsible, ethical and secure use of technology and AI 3,4

Interest in developing a career in ICT, digital innovation, automation or service improvement 3,4

Reliable, adaptable and willing to balance workplace responsibilities with apprenticeship study 3,4

Apprenticeship Qualification

The successful candidate will work towards:

Level 4 Artificial Intelligence (AI) and Automation Practitioner apprenticeship standard, reference ST1512, version 2.1.

The apprenticeship typically develops capability in:

- identifying improvement opportunities
- responsible and ethical adoption of AI and automation
- solution design, configuration, testing and documentation
- stakeholder engagement
- change and adoption
- evaluation of benefits

Further information: https://skillsengland.education.gov.uk/apprenticeships/st1512-v2-1?view=epa

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Chief Technology and Innovation Officer

Latest Version Date: August 2026

Job Evaluation Ref: N/A