

Job Description: IT and Business Management Apprentice

Reports to: Business Management Officer (Performance)

Directorate/team: Corporate Services / IT & Business Management

Grade: Grade 1

Job Purpose:

To provide support to the IT and Business Management team.

Core Accountabilities:

1. Establish networks and contacts across all services and relevant partners.
2. Maintain professional knowledge of all relevant legislation, systems, policies and professional best practice.
3. Contribute to the delivery of the team's agreed objectives.
4. Participate in relevant LGA projects that support the delivery of the LGA Business Plan.
5. Model the LGA's values and work in accordance with health and safety, equal opportunities and environmental policies.
6. Undertake any other duties and responsibilities appropriate to the post.

Specific Accountabilities:

1. To support the Business Management functions of the team including contract management, the transparency agenda, procurement, GDPR and FOI.
2. To become familiar with the core LGA IT business systems (SharePoint, CRM) in order to support other members of the team.
3. To organise and support a range of meetings including the preparation of agendas, dissemination of papers and preparation of minutes or actions.
4. To provide administrative support for a range of activities including: Clicktravel; contract management; our transparency agenda; business continuity activity and freedom of information requests.

5. To support the project management of business change projects.
6. To undertake administrative tasks to support the IT and Business Management team.

Relevant Contacts:

LGA

LGA managers and staff

User groups

Other

Brent Shared Services

Third party suppliers

IT system suppliers

Person Specification: IT and Business Management Apprentice

Qualifications	<ul style="list-style-type: none">• A-level or equivalent
Knowledge and experience	<ul style="list-style-type: none">• Knowledge of basic IT systems• Ability to learn IT procedures and policies• Experience in the use of a range of software packages including Word, Excel, PowerPoint, e-mail and the internet• Experience in the production of documents and the collation and maintenance of information
Skills and abilities	<ul style="list-style-type: none">• Good oral and written communication skills• Good organisational skills with an ability to manage own workload and priorities in order to meet deadlines and respond to changing priorities.• Good interpersonal skills with the ability to deal with users and colleagues with courtesy, tact and sensitivity• A demonstrable commitment to customer care• Able to diagnose and resolve practical problems• Able to prioritise a workload and focus on necessary tasks• Resourceful – able to fully utilise available tools to affect an efficient resolution to a problem• Agility to work with a diverse range of customers with widely varying requirements and priorities• Ability to work as part of a team and a flexible approach in order to adapt to changing work requirements• Ability to follow clear directions• Ability to produce work of a high standard with a high level of attention to detail• A positive 'can-do' attitude• Demonstrate a keenness to learn and take direction