

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: People Development Apprentice

Post No: 50001002

Department: Chief Executive - People

Grade: Apprentice

Reports To: People Development Manager

1. Main Purpose of the Role

To provide administrative support to the Council's people development team and assist with the co-ordination of corporate training and associated tasks and processes.

2. Job Activities

- 2.1 Ensure that training agreements and records are filed accurately and undertaken on a daily basis.
- 2.2 Produce accurate records and documents including emails and letters. Maintain documents within Teams channels, ensuring sensitive and confidential information is handled in compliance with the Council's procedures.
- 2.3 Providing excellent customer care to staff and managers raising training enquiries.
- 2.4 Support the administration of the training budget, in liaison with the People Development Manager.
- 2.5 Support the People Development Assistant in undertaking structure updates and career grade schemes.
- 2.6 Monitoring & maintenance of People Development inbox enquiries.
- 2.7 Support the evaluate and effectiveness of courses and training programmes undertaken internally and externally, and record findings.
- 2.8 Support and maintain effective systems including relevant areas of iTrent.
- 2.9 Manage resources for events and ongoing training activities e.g., stationery, venues, refreshments and IT equipment.
- 2.10 Welcome and co-ordinate attendees on in-house training courses and liaise with external training providers.
- 2.11 Support the People Development Assistant with the maintenance of the corporate job evaluation database and associated records.
- 2.12 Administrative system support for Skillgate and iHasco (E-Learning Platforms).
- 2.13 Working with Career Track to support the apprenticeship programme, as required.
- 2.14 To support the People Development Manager with any relevant projects and initiatives.

- 2.15 Understand relevant laws and regulations that apply to their role including data protection, health & safety, compliance etc.
- 2.16 To contribute to high quality management standards and best practice across the service, reflecting the values of the Council.
- 2.17 Ensuring that time is managed effectively to achieve Customer Service Practitioner Apprenticeship Standard.
- 2.18 Any other duties as required by the People Directorate.

3. Supervision and Responsibilities

- The post holder will communicate with other Departments and outside organisations at all levels.
- To attain optimum performance in service delivery within area of responsibility.
- The post holder should seek the advice of other Team members on day to day matters and the People and Development Manager on difficult or contentious decisions.

4. Special Conditions

- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.
- Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.
- The above duties may involve having access to information of a confidential nature, which may be covered by the GDPR/Freedom of Information Act, Council Policies in respect of confidentiality and storage must be followed at all times.
- The post holder must comply with legislative requirements of health, safety and welfare ensuring good practice standards at all times.
- You must undertake all Council Employee training and follow the employee guidance, policies and procedures in line with your role.

This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: People Development Apprentice

Post No: 50001002

PROFESSIONAL & TECHNICAL DEVELOPMENT

- Good GCSE passes or equivalent in English and Mathematics.
- Competent user of Word/PowerPoint/Excel/E Mail and other relevant ICT systems.
- Good communication skills

COMPETENCY REQUIREMENTS

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to a team and builds team spirit
- c. Listens and consults others and communicates proactively
- d. Supports and cares for others

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role.

7.2 Coping with Pressures and Setbacks

- a. Works productively in a high-pressure environment.
- b. Keeps emotions under control during difficult situations.
- c. Balances the demands of a work life and a personal life.
- d. Maintains a positive outlook at work.
- e. Handles criticism well and learns from it.

9.1 Professional and Technical Development

- a. Undertakes personal development through gaining relevant planned experience
- b. Obtains the qualification required for the job
- c. Conducts continuous professional (or technical development)
- d. Maintains an awareness of similar roles in other organisations
- e. Engages positively with the My Performance process