

ROLE PROFILE AND PERSON SPECIFICATION

Company Name: Ealing Council – ICT Business Support

Address: Perceval House, 14 – 16 Uxbridge Road, Ealing, W5 2HL

Employer Description: Local Authority

Hours of Work: 35 hours per week – 09:00 – 17:00 Monday – Friday

Annual Holiday Entitlement: 24 days paid holiday per year plus 3 additional days (to cover Christmas and New Year)

Level 2: Learning agreement of 12months

Training allowance (Pay) annual amount: is £12,931.10*

**Please note this is made up of two different rates. Your first 6 months is £6.00 an hour. Your final 6 months is at the higher rate National minimum wage (NMW) currently £8.21.*

Position Title: ICT Business Support Apprentice

Role Profile: The ICT Business Support Team provides support to all Ealing Council departments to ensure the smooth running of ICT systems and functions at the council. The support includes the running of a helpdesk at the main council offices, processing orders for ICT equipment, troubleshooting, processing requests for ICT equipment and managing the administration of mobile devices used by council staff. The role of the ICT Business Support Apprentice is to provide high quality administrative support and assistance to the department in reaching their overall objectives.

- Provide administrative support to the Head of ICT
- Filing, faxing, photocopying, and sending/receiving e-mails on behalf of the department.
- Answering calls, taking messages, and dealing with queries from Ealing Council colleagues.
- Producing documents using Word, Excel and PowerPoint.
- Organising meetings, greeting visitors and organising refreshments.
- Attending and eventually taking minutes of team meetings.
- Any other administrative or clerical duties required by the Complaints Team Manager.
- Learning to monitor and extract simple data and prepare reports.
- Providing face-to-face support on the IT helpdesk.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills and Abilities required:

1. Good communication skills with attention to detail, grammar and spelling.
2. Ability to deal professionally with Ealing Council colleagues and telephone callers.
3. Accurate with excellent attention to detail.
4. Able to deal with complex, challenging and sensitive work.
5. Able to follow instructions and work to deadlines
6. Accurate basic keyboard skills, knowledge of Microsoft Office and the Internet.
7. Able to work flexibly as part of a team, asking for and giving support as needed.
8. Able to use initiative and learn to prioritise own workload.
9. Aware of equality and diversity and health and safety.
10. Able to understand the importance of being punctual and the impact that sickness has on the effectiveness of the team.

This position requires Enhanced Vetting

