# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Apprentice Learning & Development Practitioner

# DEPARTMENT: Business Services

# LOCATION: Countywide

# GRADE: Apprentice level 3

# RESPONSIBLE TO: Training & Development Consultant

# Purpose of the Role:

To develop the skills and knowledge to be able to support IT & Digital’s Learning & Development/training function in its delivery of improved performance in the workplace at an individual, team and organisation level.

This role works with colleagues across the IT & Digital service and in business departments (our customers) and is based in one of our IT Training & Support Teams. It supports the direct design and delivery of in-house training, user guidance and support documentation and the planning and support of provider led L&D.

# Key tasks:

1. Designing, delivering and evaluating training or learning; writing supporting documentation and content.
2. Identifying/collating and analysing learning needs.
3. Researching, identifying/sourcing and arranging training events and learning solutions.
4. Working with stakeholders and managers across the business to realise and evidence required outcomes.
5. Maintaining accurate records (e.g. L&D requests and attendance/feedback) and analysing and reporting on a range of performance indicators.

**EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION**

# JOB TITLE: Apprentice Learning & Development Level 3

# GRADE: Apprentice level 3

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Proactively look, listen and question to understand and learn * Ability to examine details but also to recognise the wider view * Creativity and an ability to hold people’s interest in a subject * The ability to deliver training and support to staff taking on new technology and tools * Excellent written and oral communication skills * Excellent interpersonal skills with the ability to promote good practice * Skilled in the use of common end user desktop productivity software e.g. MSOffice/O365, especially Word and Excel |

# Desirable key skills and abilities.

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| These criteria will be assessed at the application and interview stage |
| * An understanding of, the importance of Learning & Development in the workplace |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * GCSE 4+/C+ or equivalent in English and Mathematics is desirable. * N.B. For the purposes of enrolment on to the apprenticeship training course, we cannot accept applications from candidates with a qualification equal to or above in a related subject, or with more than 12-24 months of work experience in an administration role’. |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Ability to research questions and problems and propose solutions |

# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * An interest in Information Technology and a curiosity about how systems and gadgets work |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Energy and enthusiasm when working either individually or as part of a team and with customers * Able to work effectively with members of different teams * Reliable, resilient and confident, with good time management skills |

# Desirable experience

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| These criteria will be assessed at the application and interview stage |
| * Training, coaching or mentoring experience |

**Date (drawn up): June 2021**

**Name of Officer(s) drawing up person specifications:**

**Job Evaluation Reference: JE12319**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes/No |
| Working with children/vulnerable adults | Yes/No |
| Moving & handling operations | Yes/No |
| Occupational Driving | Yes/No |
| Lone Working | Yes/No |
| Working at height | Yes/No |
| Shift / night work | Yes/No |
| Working with hazardous substances | Yes/No |
| Using power tools | Yes/No |
| Exposure to noise and /or vibration | Yes/No |
| Food handling | Yes/No |
| Exposure to blood /body fluids | Yes/No |