

# Kent County Council

## Job Description: *Programme Support Apprentice*

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<b>Directorate:</b>	<b>Chief Executives Department</b>
<b>Unit/Section:</b>	<b>Financial Hardship Programme, SPRCA</b>
<b>Grade:</b>	<b>KR Entry Apprentice</b>
<b>Responsible to:</b>	<b>Project Manager</b>

### **Purpose of the Job:**

The Programme Support Apprentice has a crucial role in supporting the Financial Hardship Programme to deliver a wide variety of projects across Kent. The role is varied and will help in a range of areas, from delivery of engagement projects and working with residents directly supporting their digital skills, through to supporting in the development of systems infrastructure to enable the efficient collection of data.

### **Main duties and responsibilities:**

- Provide effective administrative and business support to the workstream and programme
- Document actions to ensure a clear audit trail and progression of issues
- Provide technical support to service users through a range of methods, as well as supporting in the delivery of engagement activities in the Programme.
- Support in organizing and hosting events including events related to engagement projects
- Support with the development of projects and continuous improvement activity within the Programme. To inform and feedback to management and other professionals to improve the service delivered to people
- Assist in maintaining accurate records of project activities, including data entry, filing, and organisation of project-related documents
- Upload data and manage the input of data into the system infrastructure
- Help prepare materials for reports, presentations, project documentation and communication activities

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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## Person Specification: *Programme Support Apprentice*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Educated to Level 2 (e.g. GCSE) or equivalent and/or proven ability to deliver the requirements of the post
<b>EXPERIENCE</b>	Experience within a customer-facing environment
<b>SKILLS AND ABILITIES</b>	Excellent communication skills Excellent administrative skills Excellent use of IT skills Excellent ability to manage time and prioritize workload to meet critical milestones, and escalating issues as appropriate
<b>KNOWLEDGE</b>	Knowledge of basic project management Knowledge/awareness of the challenges facing people in financial hardship
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>