

## Kent County Council

Job Description: *Intelligence Services Apprentice*

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**Directorate:** Growth Environment and Transport  
**Division:** Growth & Communities  
**Location:** Kings Hill - Hybrid  
**Grade:** KS Apprentice  
**Responsible to:** Criminal Intelligence Manager

### **Apprenticeship Training Details:**

**Name of Apprenticeship Standard:** Public Service Operational Delivery Officer

**Level of Apprenticeship:** Level 3

**Duration:** 18 months

This role is an apprenticeship position and the postholder will be required to actively participate in apprenticeship training, assessment, and development activities throughout the duration of the programme. Time will be provided to complete the apprenticeship with a minimum of 20% off-the-job learning.

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

To support the delivery of intelligence services within the Intelligence & Data Team by accurately recording, managing, and handling intelligence in accordance with legislative, procedural, and information governance requirements, while undertaking the Public Service Operational Delivery Officer Level 3 apprenticeship.

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

- Identifying and linking individuals, vehicles, addresses, and other entities within intelligence systems, in line with agreed processes.
- Supporting the secure sharing and dissemination of intelligence to internal teams and partner agencies, in accordance with information sharing agreements and data protection requirements.
- Assisting in basic research and information-gathering tasks to support intelligence products and operational activity.
- Maintaining confidentiality and handling sensitive information in line with legislation, policy, and professional standards.
- Using IT systems and office tools effectively to support service delivery and record management.

- Working collaboratively with colleagues and contributing positively to team objectives.
- Demonstrating a willingness to learn, develop, and apply new knowledge and skills through apprenticeship training and workplace experience.
- Undertaking any other reasonable duties appropriate to the role, as directed by management.

## **Apprenticeship Responsibilities**

The postholder will be required to:

- Engage fully with the apprenticeship training provider and complete all required learning, assignments, and assessments.
- Build a portfolio of evidence demonstrating the knowledge, skills, and behaviours required by the apprenticeship standard.
- Achieve the mandatory qualifications required by the standard:
  - Level 2 Award in Operational Delivery (Principles)
  - Level 3 Certificate in Operational Delivery (Advanced)
- Work towards the successful completion of End Point Assessment.
- Maintain progress in English and maths where required, achieving Level 2 prior to End Point Assessment if not already held.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are and may be reviewed periodically to ensure ongoing alignment with apprenticeship requirements and service needs, without changing the overall nature or level of responsibility of the role.

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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>	<ul style="list-style-type: none"> <li>• No minimum formal qualifications required at entry.</li> <li>• Willingness to work towards and complete the qualifications required as part of the apprenticeship.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• No previous experience required.</li> <li>• Basic experience using IT systems (e.g. Word, Excel, Outlook) is desirable.</li> <li>• Experience of using databases would be advantageous</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Good attention to detail and accuracy.</li> <li>• Ability to follow procedures and instructions.</li> <li>• Willingness to learn and develop new skills.</li> <li>• Ability to manage time and prioritise tasks with support.</li> <li>• Clear verbal and written communication skills appropriate to the role.</li> <li>• Ability to handle information sensitively and understand the importance of confidentiality.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• An awareness of data protection and information security principles is desirable, but training will be provided.</li> </ul>
<b>ROLE SPECIFIC NOTES</b>	<ul style="list-style-type: none"> <li>• The post holder will be required to successfully complete a DBS check and Non-Police Personnel Vetting (NPPV) Level 2</li> <li>• Post holders are expected to complete and successfully pass these essential vetting checks and must notify their manager of any changes in circumstances that may affect the results.</li> </ul>

**KENT VALUES  
AND CULTURAL  
ATTRIBUTES**

**Kent Values:**

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong** together by sharing knowledge
- We are all **responsible** for the difference we make

**Our values enable us to build a culture that is:**

**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

**Curious** - constantly learning and evolving

**Compassionate and Inclusive** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making