

# Kent County Council

## Job Description: Engagement & Support Apprentice

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Directorate:	Strategic and Corporate Services
Unit/Section:	Strategy, Policy, Relationships and Corporate Assurance (SPRCA)
Programme:	Financial Hardship Programme
Grade:	KR3
Responsible to:	Operational Manager / Area Partnerships Officer

### Apprenticeship Training Details

Name of Apprenticeship Standard:	Customer Service
Level of Apprenticeship:	Level 2
Length of Study:	12 months

Opportunity to study towards another apprenticeship standard may be available for the right candidate, such as, Level 3 Customer Service Specialist, Level 3 Digital Support Technician or Level 3 Business Administrator.

### Purpose of the Job:

The Digital Engagement & Support Assistant / Apprentice has a crucial role in the delivering and promoting digital inclusion, innovation and capabilities, seeking opportunities for integrated working, within a multi-agency environment, to deliver the best outcomes for the people we support.

Plan, deliver and evaluate meaningful support sessions and engagement activities to service users and internal colleagues through a range of channels (virtual, telephone or face-to-face).

The role is varied, exciting and rewarding with an emphasis on supporting people, organisations, and businesses.

### Main duties and responsibilities:

- Plan, deliver and evaluate engaging and high-quality workshop-style sessions.
- Raise awareness and the profile of the works team and programme with stakeholders and partners, including at meetings and events.
- Provide technical support to service users through a range of methods, managing time and prioritising workload to meet critical milestones.
- Resolve digital issues using appropriate tools and technologies.
- Collaborate with stakeholders to manage expectations and escalate issues as appropriate.
- Document actions to ensure a clear audit trail and progression of issues.

- Support continuous improvement activity within the workstream, programme and organisation.
- Provide effective administrative and business support to the workstream and programme.
- The postholder will be expected to work flexibly, including evening, weekends and during school holiday periods; this will be coordinated by management as required.
- The postholder will be required to travel effectively and efficiently in discharging their job duties and responsibilities.

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: Engagement & 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.

	CRITERIA
QUALIFICATIONS	<input type="checkbox"/> Educated to Level 2 (e.g. GCSE) or equivalent and/or proven ability to deliver the requirements of the post.
EXPERIENCE	<input type="checkbox"/> Experience within a customer-facing environment.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> <li>• Excellent communication skills.</li> <li>• Excellent administrative skills.</li> <li>• Excellent use of IT skills.</li> <li>• Confident in public speaking.</li> </ul>
KNOWLEDGE	<ul style="list-style-type: none"> <li>• Knowledge of basic project management.</li> <li>• Knowledge of digital issues and solutions.</li> <li>• Knowledge/awareness of digital exclusion barriers.</li> </ul>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</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>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>