

# Job description



<b>Department:</b> Transformation Service	<b>Location:</b> Cambourne
<b>Job title:</b> Transformation Apprentice	<b>Post number:</b>
<b>Grade:</b> 1	<b>SCP range:</b> G-1
<b>Responsible to:</b> Project Manager for South Cambs Connected	<b>Responsible for:</b> None
<b>Health Considerations/ Risk/ Surveillance Required:</b> <ul style="list-style-type: none"><li>• Flexible working including some evenings and weekends</li><li>• Off site visits to partner organisations and/or locations for events</li><li>• VDU habitual user</li><li>• Occasional exposure to challenging behaviour from customers</li></ul>	

## Description of duties and responsibilities

### Key result areas / overview

To provide efficient, effective all-round administrative support to the Transformation team under the guidance of the Project Manager of South Cambs Connected.

The role supports the Project teams under the guidance of the Project Managers to provide all round administrative support. The role focuses on digital related support and includes:

- Monitoring and responding to emails in the MySouthCambs inbox
- Data inputting and processing
- Assisting with telephone enquiries and emails
- General office administration support such as taking notes

- Assisting with arrangements for internal meetings
- Logging issues with customer portal
- Helping to process data in the Council's digital systems, including creating new forms, process and data for customers
- Helping add content to Council customer portal and, in some cases, co-ordinating that with partner Council's
- Helping to create content for social media campaigns
- Updating text and carrying out corrections on designed documents

## **Key contacts / communication links**

### **Internal**

Project Managers, PMO Team, 3C ICT Digital Team, elected members, and all other employees. Apprentices in Communications.

### **External**

Customer portal supplier, website teams at partner councils, web staff in other local authorities, our residents/service users, parish councils and any other digital supplier, consultants or contractors.

## **Key responsibilities / specific duties**

- Working with the PMO team and Project Managers to process and input data into Council digital systems.
- Assisting with daily telephone enquiries and emails into generic inboxes for the Customer Portal. This will involve taking notes and making sure these are actioned.
- Providing general administration for digital initiatives, which will include taking notes and ensuring actions are carried out.
- Arranging team meetings and meetings with services and/or suppliers to help make sure the Council's websites run smoothly.

- Having a good understanding of the Council's digital packages so problems can be spotted at an early stage and logged/resolved with suppliers to minimise disruption to service users.
- Helping to process data contained within the Council's corporate customer portal package and answering questions from a variety of teams where necessary. This may include designing new e-forms and amending existing eForms in the system.
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- Helping to write more straightforward content for the Council's customer portal and editing and checking content before it is published. This will also involve removing out of date content and updating where necessary.
- Supporting the PMO team to create content for specific initiatives with help from colleagues. This will come out of corporate projects and service reviews.
- Creating design concepts for social media campaigns to promote new digital solutions in the Customer Portal.

## General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents

and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: 2022