



Job Description

Service:	3C ICT Shared Services
Job title:	Portfolio Support Apprentice
Grade:	C
Hours of work:	37 hours (including 20% off the job training)
Responsible to:	Portfolio Delivery Manager
Responsible for	
Direct reports:	None
Indirect reports:	None
Budget:	None

Purpose of Post:

An apprenticeship is a learning placement and as such you will work to become fully effective against this job description, whilst also giving you experience of working within an extensive local government department by the end of your placement. It is not intended that you will be able to fulfil all elements of this job description at the start of your placement.

Portfolio Support:

The post holder will be responsible for supporting colleagues within the 3C ICT Portfolio and Projects team to apply project management methodology and deliverables across several allocated improvement projects and business areas. They will support the production of key documents as defined within the project management process and maintenance of core project governance.


Using a variety of management tools, the post holder will work with the 3C ICT services to undertake monitoring and co-ordination activities, to support colleagues across separate teams.

Success in this role will be judged by supporting managers and team members across the organisation to improve and learn as well as by attaining experience within project delivery and management.

Key Deliverables:

1. Support 3C ICT colleagues to plan and design projects that may impact on one or more operational teams across divisions and the organisation.
2. Support the portfolio leadership with business processes around the governance of the 3C ICT portfolio and projects including the collation of monitoring information regarding ongoing portfolio tasks and oversight of the project commissioning process and lifecycle.
3. Proactively monitor overall progress of projects and programmes, manage interdependencies, resolve issues and implement corrective action as appropriate.
4. Support 3C ICT delivery teams to adhere to the portfolio governance framework and help them structure information into ways it can be presented for acceptance.
5. Promote, plan, and monitor ideas to deliver continuous performance improvement.
6. Work with core stakeholders to develop and implement the performance reporting elements of a project including SMART key performance indicators (KPI's) and metrics.
7. Successfully communicate complex, and at times, sensitive information relating to specific change projects.
8. Prepare material on the objectives, benefits, and outcomes of specific projects to portfolio and programme boards, as required.
9. Collect and support analysis of activity data, financial data and other information in order to support project management, objectives and outcomes with colleagues across 3C ICT.
10. Provide project support for new staff involved with the delivery of projects.
11. To communicate the benefits and performance of the 3C ICT Portfolio to stakeholders through a variety of communication tools such as email, SharePoint, and reports.

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<ul style="list-style-type: none"> • A minimum of 5 GCSEs at A-C including Maths and English (or FS L2 in these two subjects) • Ability to meet Level 2 literacy at selection • Ability to meet Level 2 Numeracy at selection • Willing to work within the apprenticeship framework
<p>Experience</p> <p>Experience the person would need to do the job</p>	<ul style="list-style-type: none"> • Experience of team working • Good analytical skills • Demonstrate an understanding of customer care on the telephone, electronic and/or face to face • Ability to communicate effectively and sensitively
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p>	<ul style="list-style-type: none"> • Ability to work under supervision and confidence to seek advice when appropriate • Accuracy and attention to detail • To be able to work to deadlines • Ability to develop and maintain effective working relationships with team members and stakeholders • Ability to always maintain strict confidentiality • Ability to cope with workloads that at times will be heavy and intensive and with strict deadlines • Evidence of ability to prioritise and complete tasks effectively • Intermediate Excel/Word skills • A basic knowledge of APM (or other) project management and ITIL principles
<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> • Ability to make decisions and confidence to seek advice when appropriate • Makes effective decisions under time pressure • To be able to conduct and progress individual project assignments within tight time limits
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Predominantly internal customers across the 3C Shared Service and some external supplier organisations.</p> <p>Internal customer contact 70%</p> <p>External customer contact 30%</p>

<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<ul style="list-style-type: none"> • Enthusiastic, committed, proactive and innovative • Organisational skills • Commitment to continuous personal development for self and others • Commitment to meeting deadlines • Able to work as part of a team and have a flexible approach to changing priorities • Willingness to participate fully in an apprenticeship training programme • Willingness to travel to meet the demands of the post and training requirements • Attention to detail • Enthusiasm for the role and subject matter • A self-starter with an analytical/logical problem-solving skill set • To be able to self-assess and learn from experiences • To have patience and flexibility when working with services and delivering outcomes.
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

Safeguarding and promoting the welfare of children and young people/ vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.