

# Job Description and Person Specification



## POST IDENTIFICATION

<b>Post Title:</b>	Automation Apprentice
<b>Job Evaluation ID:</b>	2657CE
<b>Grade:</b>	4 £19,650 (SCP05) to £20,043 (SCP06)
<b>Directorate:</b>	Education and Corporate Services
<b>Division:</b>	Customer and Digital Services
<b>Section:</b>	Customer Services
<b>Location:</b>	Penallta House
<b>Responsible to:</b>	Digital Hub Manager

## JOB PURPOSE

Assist in the provision, installation, and configuration of Robotics Process Automation (RPA) engineering capabilities.

Provide first line technical support including diagnostics, problem solving and resolution.

Work in a dedicated team to support our customers across the Council.

Successfully complete a Level 3 Apprenticeship qualification through the Welsh Apprenticeship Framework.

## RESPONSIBILITIES

### Job Specific

Contribute to the day-to-day operation of the service, undertaking a range of tasks and duties (relevant to the level of development) as directed by the line manager. Particularly in the development of processes to drive innovation and automation

Develop sound knowledge and understanding of all aspects of the work relevant to the role and the wider service area. Particularly the technical area of Robotics Automation.

Assist in the maintenance of the automated processes, investigating issues and contributing to the implementation of remedies and future preventative measures.

Complete specific tasks, as directed, in an efficient and timely manner.

Work effectively and cooperatively as part of the team.

Communicate effectively with colleagues, customers and clients.

Undertake a range of administrative tasks and activities.

Use technology to support day to day tasks and operations including (but not limited to) computers and printers.

Use a range of software including (but not limited to) Microsoft Office 360 (Outlook, Word, Excel etc.)

Provide support to senior officers on work projects (relevant to the level of development).  
Including

Engage in all work related training including successful completion of the bespoke training for our existing RPA platform and work effectively with the training provider to complete the qualification within agreed timeframes.

Home, office agile working.

Weekend and/or out of core hours working will be required from time to time to ensure service obligations are met and support activities are carried out.

### **Organisational**

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

**The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.**

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	Relevant Level 2 or 3 qualification on the Credit and Qualifications Framework for Wales (CQFW).	
<b>KNOWLEDGE</b>		An understanding of Council services.  Current knowledge of trends and developments in the field of automation.
<b>SKILLS</b>	Confident using IT (for example: email and word processing).  Able to work as part of a team.  Able to complete tasks in agreed timeframes.  Good spoken and written communication skills.  Able to follow a structured training programme.  Committed and motivated to personal development.	Welsh language skills.  Able to use your initiative to resolve simple problems.
<b>EXPERIENCE</b>	No direct experience required for this role but candidates will need to evidence a genuine interest to develop skills and experience in this area of work.	
<b>OTHER</b>		Able to travel throughout the County Borough during the working day.  Full UK Category B (Cars) driving licence and the use of a motor vehicle insured for business / work purposes to travel throughout the borough and beyond to attend meetings and visit sites.

**For Office Use:**

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No
Job Description Completion / Review Date:	09/03/2022