**Job Description A logo on a white background

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**Apprentice Digital Solutions Officer**

**Reports to: Digital Improvement Manager**

**Responsible for - Directly: 0**

**Total staff managed: 0**

**Working environment: OFFICE/HYBRID**

**Working hours: Full time 37 hours over a 5-day week (this includes 1 day per week allowance towards Degree study)**

**Fixed term/permanent Permanent**

**Purpose of role**

* To design, build, maintain and support Council owned websites, intranet and forms
* To design, build and maintain system integrations in line with business requirements
* To identify solutions to business problems using digital technologies
* Provide support to the business, for example guidance and training as required.
* To support the Councils IMT [Digital Strategy](https://www.great-yarmouth.gov.uk/strategies/digital) to ensure our online services are accessible to all users

**Key result areas:**

* Supporting website governance development and continuous improvement practices including accessibility
* Generating appropriate management information to demonstrate level of compliance utilizing available tools for accessibility, statistics and management reporting
* Working within a project management team to assist in the delivery of project objectives
* Supporting with and undertaking accessibility audits
* Support the creation and review of website accessibility statements
* Support digital colleagues in ensuring the authority’s digital footprint exceeds legislative requirements
* Ensuring process and procedure documentation are effective and regularly updated
* Supporting departmental officers in their daily activities such as creating digital content
* Keeping up to date with changes and advances in accessibility best practices
* To carry out other duties from time to time that may be required that is commensurate with the grade of post. This may involve temporary secondment to any other division

To support this role, the appointed candidate will be supported to undertake a degree course relative to the role mentioned above to supplement in post training provided.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* 1. Knowledge of web-based languages such as HTML, CSS

**Desirable**

* 1. Knowledge of programming/scripting languages such as Python, JavaScript, Node, SQL, XML, PowerShell
  2. Experience of using Content Management systems
  3. Experience in participating in project activities
  4. Work experience – preferably in a Digital Technology position
  5. Experience in the use of core Microsoft products

1. **Qualifications & Skills**

**Essential**

* 1. A-Level
  2. Excellent English Literacy (written and verbal)
  3. Excellent numeracy skills

**Desirable**

* 1. Interest in delivering technical solutions

1. **Personal Qualities and Attributes** 
   1. Self-awareness
   2. Openness and honesty
   3. Personal resilience
   4. Ability to work under pressure
   5. Probity and integrity
   6. Fairness and consistency
   7. Ability to challenge self and colleagues constructively and sensitively.
2. **Behaviours**
   1. Effective and open communication.
   2. Work together.
   3. Taking Personal Responsibility.
   4. Putting Great Yarmouth first.
   5. Respecting others.
   6. Embracing change.