

# Job summary

**Role title:** ICT Apprentice

**Department:** ICT

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## Role Overview

This is an excellent opportunity to begin a career in Information Technology through a structured and supportive apprenticeship. Reigate & Banstead Borough Council offers a high-quality Apprenticeship Programme that combines paid, hands-on work experience with the completion of a nationally recognised Level 3 ICT qualification over an 18-month period.

As an ICT Apprentice, you will work alongside the ICT Service Desk team, gaining practical experience in IT support while developing essential technical, communication, and customer service skills. Throughout the apprenticeship, you will receive ongoing guidance, mentoring, and development opportunities to help you succeed and build a strong foundation for a future career in ICT.

## Key Responsibilities

- Provide 1st and 2nd line IT Service Desk support, responding to incidents and service requests.
- Deliver excellent customer service using the Council's Call Management system.
- Accurately log, update, and manage requests and incidents within the ICT Service Desk system.
- Actively cover the service desk, creating and managing new requests received through multiple communication channels.
- Diagnose and resolve 1st line technical incidents, following agreed procedures and standards.
- Appropriately escalate incidents to 2nd line support, ensuring all relevant information is clearly documented.
- Adhere to all internal ICT policies, procedures, and standards at all times.
- Support the delivery of ICT projects and operational tasks as directed by the Service Manager.

## What You'll Gain

- Practical IT experience within a professional public-sector environment
- A Level 3 industry-standard ICT qualification upon successful completion
- Exposure to real-world service desk operations and ICT systems
- Structured support, mentoring, and progression opportunities
- A strong foundation for a future career in ICT or digital services

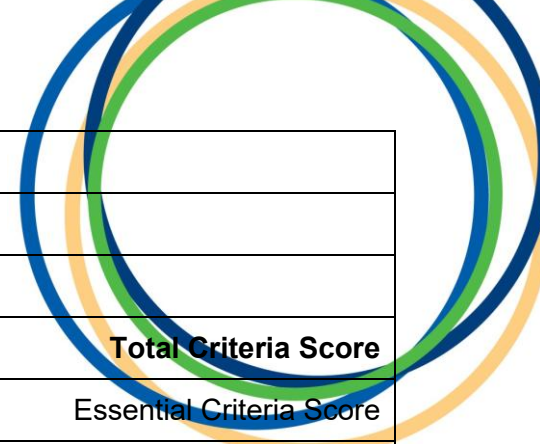
# Person specification and interview assessment form



<b>Candidate name</b>			
<b>Contact number</b>			
<b>Role title</b>	ICT Apprentice		
<b>Date of interview</b>		<b>Signed by recruiting manager</b>	

<b>Selection and Interview Criteria</b>	
<b>Criteria</b>	<b>Criteria importance</b> E = Essential P = Preferred
Good standard of education	E
English and Maths GCSEs	E
An IT qualification	P
Excellent verbal and written communication skills	E
Strong organisational and admin skills – able to plan and manage own workload	E
Excellent interpersonal skills.	E
Maintain a first-class level of customer service	E
Ability to absorb new ideas and concepts quickly	E
Ability to work well in a team	P
Highly self-motivated	P
Good analytical and problem-solving skills	P
Innovative	
Supportive	

Flexible	
Positive	
	<b>Total Criteria Score</b>
	Essential Criteria Score
	Preferred Criteria Score
	<b>Appointment choice number</b>

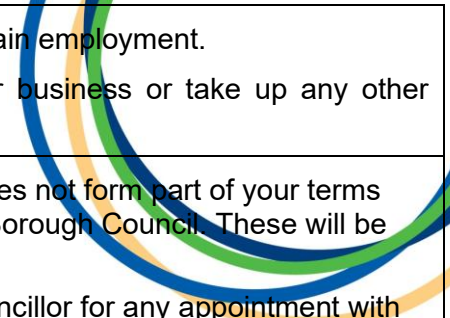


# Summary of employment package

<b>Place of work</b>	<p>The role will be primarily based at <b>Town Hall, Reigate</b>.</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
<b>Salary</b>	<p>Graded Apprentice, the salary will be the <b>National Living Wage</b> (dependent on age) up to £25,247.76. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
<b>Duration of contract</b>	<p>The contract will be offered on a <b>fixed term</b> basis for 18 months.</p>
<b>Probationary period</b>	<p>Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.</p>
<b>Hours of work</b>	<p>Hours of work are nominally 36 per week.</p>
<b>Employment Benefits</b>	
<b>Flexible working</b>	<p>Dependent on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs.</p> <p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.</p>
<b>Annual leave</b>	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>

<b>Pension</b>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 22.10% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</a></p>
<b>Training and development</b>	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
<b>Professional subscriptions</b>	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, subject to manager approval.</p>
<b>Car parking / Travel loan scheme / Cycle Purchase Scheme</b>	<p>With hybrid working practices now in place for roles traditionally based at the Town Hall, we are able to offer access to parking. For now, everyone who works on site at the Town Hall can use a parking space for that day.</p> <p>We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets or a season car park pass and we offer a cycle purchase scheme up to the value of £2,000 (eligibility rules apply).</p>
<b>Employee discounts</b>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>

<b>Other Conditions</b>	
<b>Pre-employment checks</b>	<p>Appointments are offered subject to several pre-employment checks:</p> <ul style="list-style-type: none"> <li>• at least two satisfactory references</li> <li>• eligibility to work within the UK, and proof of your identity</li> <li>• evidence of relevant qualifications</li> </ul>



<b>Paid work with another employer</b>	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
<b>Disclaimer</b>	<p>Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate &amp; Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.</p> <p>Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.</p>

# Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

## Our Vision

Working together to make a great place to live, work and enjoy.

## Our Values

Making a difference, doing the right thing, being bold and confident.

## Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

### Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

### Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

### Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

### Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

## Great People

