

## Apprentice Level 4 - Commissioning and Procurement Apprentice

<b>Job Family:</b>	TBA	<b>Grade:</b>	Level 4
<b>Job Title:</b>	Commissioning and Procurement Apprentice	<b>Directorate:</b>	Various
<b>Date:</b>	February 2018	<b>Version:</b>	1:1

### Role Profile - Details Specific to Grade

As an Apprentice, the post holder will contribute to the delivery of the service plan by providing a co-ordinated, consistent and high quality service within Department.

The post holder will be required to work flexibly across all Service areas, responding to the different demands of the business.

Carries out a range of tasks and using a variety of equipment and technology. Will carry out a variety of tasks, as required and receive and respond to everyday enquiries from customers, escalating where necessary. Job holders will work within detailed instructions and prioritisation of tasks will be done for them by a supervisor or system process.

### Brief Description of job role and department

As a **Commissioning and Procurement Apprentice**, you will be involved in a wide variety of work including analysing data, working with internal customers and service providers, project management and tendering contracts. You will need to demonstrate initiative to improve processes with the ultimate aim of ensuring that **services are achieving the best possible outcomes for our residents**

This role will mainly be based in the Commissioning and Governance Service, which includes the Social Care Commissioning Team and the Procurement Service. There will also be the opportunity to work with the Environment, Housing and Regeneration Commissioning and Contract performance team to develop your skills. These teams lead on the council planning and monitoring council services.

### Representative accountabilities

- Operate equipment specific to the job in order to carry out required tasks.
- Use IT to log basic information (amending databases and files) to ensure that records are accurate and able to support service delivery.
- Receive information from customers and pass queries to an appropriate person to respond.
- Communicate politely with customers in order to give information and instructions.
- Communicate clearly and appropriately with colleagues
- Provide advice and information on all aspects of service areas, directing contacts to the most appropriate area or person when required

- Inputs, updates, extracts and analysing data relevant to service activities using ICT systems
- Prepare, edit, format and print documents using Google mail.

#### **Budgetary accountabilities**

- There are no budget responsibilities within this role during the training phase

#### **Specific accountabilities**

- Assist with market engagement activities, such as customer feedback and surveys
- Use analytical and problem-solving skills to understand key information and customer requirements
- Support the preparation of pre-tender and tender (public sector procurement and contracting) documents.
- Provide support to the team using the council's IT systems and procurement specific IT solutions (e.g. pro-contract)
- Assist with relationship management including managing relationships with internal customers and the wider public sector
- Support in performance monitoring, management and reporting
- Undertake ad hoc administrative duties to support the needs of the team

#### **Person specification (knowledge, skills, experience and behaviours required in the role)**

- Demonstrate a commitment to studying towards and achieving a full higher level apprenticeship in this field
- Complete the Chartered Institute of Procurement & Supply (CIPS) Diploma award
- Commitment to learn day-to-day tasks, to be able to prioritise and to work under pressure, both individually and as part of a team
- Good attention to detail and accuracy
- Commitment to develop excellent IT customer service skills
- Ensure tasks are completed within agreed timescales
- Demonstrate punctuality
- Attend and participate in team meetings and supervisions
- Attend training at University as required and complete mandatory e-learning
- Ensure all health and safety standards are adhered to for the relevant work area
- Apply diversity and equal opportunities policies in the workplace