

## ROLE PROFILE



<b>Role Title:</b>	ICT Apprentice
<b>Grade:</b>	Scale 2
<b>Responsible to:</b>	ICT Customer Services Manager
<b>Responsible for:</b>	No Supervisory Responsibility
<b>Liaison with:</b>	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
<b>Required Vetting Level:</b>	MV/SC
<b>Date Published:</b>	January 2023

<b>Role Purpose</b>	To provide administration and support within the South Wales Police ICT department.
<b>Main Responsibilities</b>	<p><b>Advice and Guidance</b></p> <ul style="list-style-type: none"> <li>• Receive and respond to enquiries from customers queries related to area of work</li> <li>• Provide relevant information, on the phone, face-to-face and/or electronic based on existing departmental procedures</li> <li>• Deal with straightforward and escalated queries and escalate more difficult or complicated queries</li> <li>• To conduct basic day to day maintenance and testing of IT equipment</li> </ul>
	<p><b>Customer Service and Representation</b></p> <ul style="list-style-type: none"> <li>• To present a positive image and service to both internal and external customers</li> <li>• Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service</li> <li>• Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards</li> </ul>
	<p><b>Organisation/Planning</b></p> <ul style="list-style-type: none"> <li>• Organise, schedule and attend events/meetings/resources including equipment, people and systems as directed</li> <li>• Plan and organise own work and/or contribute to departmental project</li> <li>• Co-ordinate with other team members</li> <li>• May contribute to local community priorities</li> </ul>
	<p><b>Processes</b></p>

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|  | <ul style="list-style-type: none"><li>• Follow, create and amend processes for use by self and others related to area of work</li><li>• Quality assure processes for use by self and others as directed</li><li>• May check stock levels and request supplies</li><li>• May receive and process various types of transactions</li><li>• Assist in the interpretations of data, test results, technical/investigative queries, and present possible findings accurately and on time</li></ul> |
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	<ul style="list-style-type: none"> <li>• <b>Record Keeping</b></li> </ul> <ul style="list-style-type: none"> <li>• Create, store, maintain, retrieve and update records/data both manual and electronic on a local and national systems</li> <li>• Use and understand common systems relevant to area of work to enable manipulation of information and initial investigation of customer queries/problems</li> </ul> <p>In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.</p>
<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Must have a good standard of education to at least GCSE A-C Level, including Maths and English, or be able to demonstrate equivalent skills and abilities.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• An ICT related qualification</li> </ul>
<b>Skills</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Must be computer literate and proficient in Microsoft operating systems and applications.</li> <li>• Must possess good communication skills to be able to communicate with suppliers, officers and staff</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Welsh Language Level 2 – Can understand the essence of a conversation in Welsh, and can convey basic information and respond to simple requests in Welsh. Can use Welsh to transfer telephone calls. Can introduce oneself and others by name, role and location/organization. Can contribute in a meeting partly in Welsh.</li> <li>• Broad experience of the ICT industry.</li> </ul>
<b>Knowledge</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Understanding IT technical terminology</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• An awareness and working knowledge of the priorities, strategic aims and objectives of South Wales Police</li> <li>• Awareness of working within an ICT related role</li> <li>• Awareness of the Data Protection Act</li> </ul>
<b>Personal Qualities</b>	<p><b>Serving the Public</b></p> <p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests</p> <p>Understands the expectations, changing needs and concerns of different communities and strive to address them</p> <p>Builds public confidence by talking to people in local communities to explore their viewpoints and break down barriers between them and the police</p> <p>Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them</p> <p>Works in partnership with other agencies to deliver the best possible overall service to the public</p>

<p><b>Personal Qualities</b></p>	<p><b>Professionalism</b>  Acts with integrity, in line with values of the Police Service  Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations  Acts on own initiative to address issues, showing a strong work ethic and putting in extra effort when required  Upholds professional standards, acting honestly and ethically and challenges unprofessional conduct or discriminatory behaviour  Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required</p> <p><b>Openness to Change</b>  Positive about change, responding flexibly and adapting to different ways of working  Finds better, more cost effective ways to do things, making suggestions for change  Takes an innovative and creative approach to solving problems  Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge</p> <p><b>Service Delivery</b>  Understands the organisation’s objectives and priorities and how work fits into these  Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes  Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well  Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate</p> <p><b>Decision Making</b>  Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations  Considers a range of possible options before making clear, timely, justifiable decisions  Reviews decisions in light of new information and changing circumstances  Balance risks, costs and benefits, thinking about the wider impact of decisions  Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest</p>
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<b>Personal Qualities</b>	<p><b>Working with Others</b></p> <p>Works co-operatively with others to get things done, willingly giving help and support to colleagues</p> <p>Is approachable, developing positive working relationships</p> <p>Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively</p> <p>Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations</p> <p>Is courteous, polite and considerate, showing empathy and compassion</p> <p>Deals with people as individuals and address their specific needs and concerns</p> <p>Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances</p>
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All individuals of South Wales Police must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to work place bullying or any other form of discriminatory behaviour.

### Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

Qualifications	Yes
Skills	Yes
Knowledge	
Personal Quality – Serving the Public	
Personal Quality – Professionalism	
Personal Quality – Openness to Change	
Personal Quality – Service Delivery	Yes
Personal Quality – Decision Making	
Personal Quality – Working with Others	Yes