

Job Description

Job Title	Apprentice Governance Officer
Directorate	Neighbourhoods and Housing
Service Area	Highways, Transportation and Parking
Grade	AP3
Competency Level	1
Salary	£24,796
Job Type	Office Based/Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

A 24-month fixed term undertaking a Governance Officer Level 4 apprenticeship working in a supported environment to develop skills and knowledge.

This apprenticeship is a great opportunity to build skills in project support, performance reporting, data administration and working with different teams across the council.

As part of the role, you will work closely with the Performance Manager and the Improvement Delivery Team. You will gain practical experience in helping to



coordinate projects, collecting and organising data, monitoring performance and supporting continuous improvement across the service.

Directly Responsible For:

Not applicable

Directly Responsible To:

Performance Manager

Main Areas of Responsibility:

- Assist with general admin tasks such as arranging meetings, preparing agendas, taking minutes and supporting communication across the project team
- Support the team by creating simple project updates and reports using standard templates
- Keep project trackers and action logs up to date and flag anything that needs attention to senior team members
- Assist in organising workshops, training sessions and engagement events
- Work with the Improvement Delivery Team to support new ideas, continuous improvement and collaborative working
- Shadow project staff to learn project management methods, tools and ways of working as part of your apprenticeship
- Ensure project processes and governance rules are followed
- Support with preparing presentation slides and materials for meetings
- Check and format drafts of the Business Plan and updates, making sure they match the Council Plan and other key strategies
- Support with running reports and collecting data for important service KPIs, helping to keep dashboards up to date

- Work with the Performance Manager to gather data from different council teams and help improve how data is collected
- Assist in checking that contractors have submitted their KPI information on time, and help download, organise and file reports and evidence
- Organise and send reminders for performance data needed for regular performance meetings and reports
- Support the team by providing performance information when it is needed for the monthly Corporate Performance dashboards

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit for long periods of time using a laptop

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Five GCSEs at grade 9-4/A*-C including English and maths or equivalent (A)
- 3 A levels, a Level 3 Apprenticeship, or an equivalent level 3 qualification.(A)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Governance Officer Level 4 Apprenticeship qualification (A, I)

Experience

Essential

- Knowledge of IT software packages, e.g. MS Office packages including Word, Excel and Outlook (A, I)
- Providing excellent customer service within a busy environment (A, I)

Desirable

- Producing statistical information for service/management reports

Skills/Abilities

Essential

- Excellent time management and organisational skills (A, I)
- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with staff and members of the public (A, I)
- Good level of accuracy and able to pay attention to detail (A, I)
- Ability to respond to changing work priorities (A, I)
- Ability to work as part of a team (A, I)

Desirable

- Demonstrate a high degree of initiative and self-motivation

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commit to and complete all elements of the Governance Officer Level 4 Apprenticeship standard, to the best of their ability (with support as and when required)