

Job Description

Job Title	Apprentice Project Liaison Officer
Directorate	Neighbourhoods and Housing
Service Area	Transport, Highways and Parking
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

A 24-month fixed term undertaking a Business Administrator level 3 apprenticeship working in a supported environment to develop skills and knowledge.

Support the day-to-day work of the Project Liaison Officer with producing internal and external communications, major project liaison, brand activation administration and other tasks to deliver an efficient, effective and high-quality project support service for Transport, Highways and Parking.



Directly Responsible For:

Not applicable

Directly Responsible To:

Project Liaison Officer

Main Areas of Responsibility:

- Understanding of the projects and programmes within Transport, Highways and Parking and wider directorate
- Support with creating briefing notes, emails and other sources of communication to keep colleagues up to date with changes and key messaging across the department
- Support with managing communications for major projects, including drafting press releases, communications plans and supporting with social media
- Maintain accurate electronic records on relevant systems efficiently
- Support with providing information and guidance to colleagues and contractors wishing to undertake activities on the highways (*in the absence of the Project Liaison Officer*)
- Manage incoming brand activation enquires, demonstrating strong written and verbal communication skills
- Perform support duties related to the processing of information, chasing of documentation and maintain multiple filing systems
- Liaise with internal and external stakeholders
- Arrange, service and minute meetings and briefing sessions
- Support Leadership Team with the implementation of the Staff Engagement Action Plan

- Adhere to defined business standards, ensuring confidentiality, safeguarding and compliance with Liverpool City Council policies and procedures
- Participate in team meetings and regular reviews with line manager
- Engage in all corporate learning and development activities
- Prioritise and manage work in line with guidance from line manager and complete work to the required standards and timescales agreed
- Always maintain confidentiality of information in accordance with information governance requirement including the principles of Freedom of Information Act and Data Protection Act.
- Engage in and contribute to professional development as and when required.

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:

- This role requires you to be moving about the office/building and will also require sitting for periods of time.

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

- Four GCSEs at grade 9-4/A*-C including English and maths or equivalent (A,I)

Desirable

- A willingness to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administration Level 3 Apprenticeship qualification
- A media or marketing qualification

Experience

Essential

- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with a range of colleagues and customers (A,I)

Desirable

- Experience in the use of Social Media including creating content for relevant channels

Skills/Abilities

Essential

- Ability to meet and communicate with a range of contractors, external parties, and clients (internal and external) (A,I)
- Working knowledge and experience of Microsoft Office, including PowerPoint, Word, Excel & Outlook (A,I)
- Excellent organisational skills with the ability to prioritise own workload to meet deadlines (A,I)
- Ability to work as an effective team member (A,I)
- Ability to carry out research in relevant areas independently (A,I)

Desirable

- Produce written documentation for briefings, press releases and presentations
- Able to work with minimum supervision, a conscientious attitude, willing to learn new skills, be prepared to question and seek continuous improvement

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- An interest and a passion for the Transport, Highways and Parking projects in Liverpool.
- Commit to and complete all elements of the Business Administrator Apprenticeship standard, to the best of ability (with support as and when required)