**HERON & BREARLEY**

**CENTRAL SERVICES**

**GRADUATE TRAINEE – IT**

**ROLE PROFILE**

**JOB FAMILY: HR CODE:**

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| **STRUCTURE** | **LINE MANAGEMENT RESPONSIBILITIES** |
| Reporting to the Head of IT, this role will be based at Head Office and primarily focused in the IT Team. There may be periods where the role is seconded to different teams and departments for pre-determined time periods and during that it will report to the relevant Line Manager of the department within which the role is seconded.The is based in the Isle of Man and may require regular travel across the Groups Isle of Man and the UK operations. | N/A |

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| **MISSION & PURPOSE** |
| There are four key components to the Graduate Trainee role:1. **Understanding the business**

Get to know the Company by spending time in key functions to gain an understanding of the basics of the “H&B way”, which describes the business logic and processes.1. **Understanding the business operations**

Work through different positions (primarily in the IT team), to get to know the real challenges and grow one’s understanding of the operational set up. Perform a range of routine and non-routine tasks including implementing and maintaining business processes and supports, preparing reports, and developing and maintaining systems. Effectively support a diverse group of stakeholders with a range of requirements, deadlines and schedules.1. **Developing Business Logic**

Work on real projects get an understanding of how the business develops and delivers “the H&B Way” and also actively contribute to its development and improvement.  1. **Growing with the Customers**

Active participation in “internal & external” customer work, working within different H&B Group businesses in order to gain experience and knowledge about the values and benefits from our operations. |

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| **KEY RESPONSIBILITIES & DELIVERABLES** |
| * General administration and office management including composing and editing correspondence and memos, and coordinating office mail and other incoming and outgoing correspondence for the office.
* Coordinate, prepare, and distribute meeting agendas, take and transcribe meeting minutes, and

prepare for review.* Undertake general administration and secretarial functions and to assist other staff involved in the delivery and management of the various projects as and when required. This will include; word processing, spread sheets, updating of records and information systems, photocopying, printing, emailing and filing.
* Deal with incoming support telephone calls and email enquiries; building rapport, establishing needs and appropriately forwarding to relevant individuals and relaying messages accurately, or where appropriate actively resolving support matters under their own initiative.
* Plan, organise and administer project/programme events and workshops/seminars ensuring excellent levels of customer service are adhered to at all times, and to support networking, training, awareness
* Be involved and contribute to wider team meetings, taking minutes as and when required.
* Maintain project/programme records and spread sheets (suggesting improvements where possible) to ensure objectives are achieved and outputs are efficiently monitored.
* Manage filing systems, and ensuring paper records are kept in an orderly fashion and suitable archiving strategy adopted.
* Being a pro-active member of the IT function, offering a high-level of customer service to the Group.
* Monitor and maintain systems and alerts to ensure IT operations are secure and operational.
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| **SKILLS COMPLEXITY AND CREATIVITY** | **Essential** | **Desirable** |
| Able to translate business requirements into the delivery of effective solutions; | ● |  |
| Ability to deal with all work matters professionally and confidentially, exercising a high level of discretion, independence, and judgement when completing responsibilities and when dealing with senior management, employees and the general public; | ● |  |
| Able to lead by example, confident and articulate with a high attention to detail; | ● |  |
| Possess excellent verbal communication skills; able to influence or persuade others to gain acceptance, agreement or commitment to ideas and approaches; | ● |  |
| Able to multi-task and manage a variety of activities in a high-pressure environment, and deliver on converging and simultaneously occurring deadlines; | ● |  |
| Possess a high level of self-awareness; understands own and others strengths and development areas and utilises them accordingly; Unique ability to anticipate needs and proactively take action/make suggestions. | ● |  |
| A self-starter, with excellent analytical skills. Well organised with ability to work under pressure with minimum supervision; | ● |  |
| A strong sense of urgency, initiative and drive to get things done correctly, with emphasis on working with and through people in the process; | ● |  |
| Able to establish and maintain positive working relations internally and externally to achieve strategic goals and objectives; | ● |  |
| Able to step outside normal job description as required and be comfortable doing this to deliver the required service to the business; | ● |  |
| The holder of a full clean IoM/UK driving licence; | ● |  |
| Flexible attitude to national travel and overnight stays where appropriate. | ● |  |

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| **EXPERIENCE, EDUCATION, TYPICALLY** | **Essential** | **Desirable** |
| Bachelor’s degree; minimum 2:2 (or other qualifications within the UK Govt Education Framework Level 6 or above); | ● |  |
| Minimum of 1 years’ work experience in an administrative support role in a service-orientated environment; gained either as work placement or permanent employment; |  | ● |
| Familiarity and inclination towards working with numbers with a basic understanding of budgeting & accounting; |  | ● |
| Experience of taking meeting minutes; |  | ● |
|  Excellent Proficiency in the Microsoft Office (Excel, Word & Outlook & PowerPoint) products. (ideally with some advanced Excel formula knowledge) | ● |  |
| Knowledge of computer technologies and infrastructure. (SAN, Virtualisation, Networking, Server environments.) |  | ● |

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All Heron & Brearley people are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Company and to add value.

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| **Date prepared:** |  |
| **Agreed by:** | **Incumbent**  | **Manager** |
| **Review date:** |  |