



Job description			
Job title	Apprentice Improvement Officer		
Grade	B		
Directorate	Resources		
Service/team	Business Improvement		
Accountable to	Principal Improvement Officer		
Responsible for	Not applicable		
JE Reference		Date Reviewed	September 2025

### Purpose of the Job

To support the work of the Policy and Improvement service to undertake process improvements across the Council.

To undertake a range of duties to the best of their ability with a view to developing evidence to support their National Vocational Qualification.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- 1) Input and retrieve information using computerised office systems.
- 2) Support Improvement colleagues in undertaking improvement work across the Council including system exploitation, business process re-engineering and customer journey mapping.
- 3) Prioritise work in order to meet deadlines and achieve personal and organisational priorities.
- 4) Participate in personal development and training appropriate to the post.



## Knowsley Better Together – Staff Qualities



## Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

## Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.