

Job Description



Job Title: Newham Apprentice	Service Area: Various	
Directorate: Various	Post Number: Various	Evaluation Number: 5146
Grade: Apprentice Grade London Living Wage rate	Date last updated: June 2026	

EQUITY, DIVERSITY AND INCLUSION (EDI)

We are committed to and champion EDI in all aspects of employment within the London Borough of Newham. All employees are expected to understand, promote and abide by our EDI principles in the course of their work.

PROTECTING OUR EMPLOYEES AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as it is relevant to their role. All employees are expected to understand and promote good Health and Safety practices, complete all mandatory training and manage risks appropriately.

COMMITMENT TO AND UNDERSTANDING OF NEWHAM HEART VALUES

Honesty – We are open and accountable for our actions

Equality & Equity – We embrace diversity and celebrate differences. We promote equity – opportunity for all

Ambition – We are improving and innovating to achieve results

Respect – We value diversity of thought, experience and expertise. We respect each other

Together – We are one council and one team

COMMITMENT TO PERSONAL LEARNING

To successfully complete the apprenticeship, not only must the apprentice meet the knowledge, skills and performance standards required, but individuals must also meet the off-the job training requirements including attending training provider premises as required.

Responsibilities include:

- Learning and developing practical skills,
- Participating in classes and workshops on and offsite,
- Observing all employee processes and procedures,
- Completing tests and assignments
- Delivering presentations to colleagues and other stakeholders.
- Ensuring you complete all corporate mandatory training

You should be well-organised, flexible, and willing to assist wherever possible.

Overall Purpose of Job

To assist with the provision of a professional, quality service throughout the Council. Support the Endpoint Engineering team in delivering, managing and maintaining end user devices and modern workplace technologies. The apprentice will gain hands-on experience with device deployment, endpoint management, security, support and automation while working towards a Level 3 IT Solutions Technician apprenticeship.

Job Context

1. The job title of Newham Apprentice applies to all of the apprentices hired as part of the Newham Apprenticeship Scheme. Each apprentice will be a member of a specific functional team, although they will be expected to work in a flexible manner and carry out appropriate work in other teams when necessary to meet service objectives.
2. To be successful as an Apprentice, you must have great time management skills and be willing to fit into the existing team structure. You must demonstrate the council's values and behaviours in all that you do. Outstanding Apprentices are those who respond well to feedback, build good relationships with colleagues, and ultimately make a positive lasting impression.
3. You will report to a relevant manager, dependant upon where the post holder is allocated.
4. You will have no direct management responsibility.

Key Tasks and Accountabilities

- Assist with provisioning, configuring and deploying laptops, desktops and mobile devices. Support Microsoft Intune, Windows Autopilot and Microsoft Entra ID administration. Assist with software packaging, deployment, patching and operating system updates. Troubleshoot endpoint hardware and software incidents. Maintain accurate IT asset and configuration records. Support endpoint security, compliance and vulnerability remediation activities. Assist with PowerShell automation and technical documentation. Provide professional customer support and contribute to service improvement initiatives.

Knowledge, Skills and Behaviours

- Interest in IT and digital technologies. Good communication and problem-solving skills. Ability to learn new technologies and work collaboratively. Awareness of customer service, security and data protection principles. Organised approach to work and attention to detail.

Development Opportunities

- The apprentice will receive mentoring from experienced Endpoint Engineers, exposure to Microsoft 365 services, support towards Microsoft MD-103 certification and practical experience across modern workplace technologies.

Newham Apprenticeship Scheme Context

- This position forms part of the Newham Apprenticeship Scheme 2026/27. The apprentice will be employed on a two-year fixed-term apprenticeship contract and work within the Digital, Data and Technology Service Delivery team. The role supports delivery of modern workplace and endpoint services while the apprentice completes the Level 3 IT Solutions Technician apprenticeship standard.

Additional Information from NAS Application

- Team: Service Delivery, Digital, Data and Technology Directorate.
- Work location: Newham Dockside, 1000 Dockside Road, London E16 2QU.
- The apprentice will receive structured mentoring, regular progress reviews and dedicated study time.
- Exposure includes Microsoft Intune, Windows Autopilot, Microsoft Entra ID, Microsoft 365 services, endpoint security and PowerShell automation.
- Support will be provided by the Endpoint Engineering Team Lead and wider Modern Workplace team.
- Potential progression into a permanent Endpoint Engineer or related Modern Workplace role, subject to successful completion and business requirements.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUITY, DIVERSITY AND INCLUSION We are committed to and champion EDI in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our EDI principles in the course of their work.	
PROTECTING OUR EMPLOYEES AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	

KNOWLEDGE: Basic understanding of Windows devices and mobile technology. Awareness of Microsoft Intune, Windows Autopilot and Microsoft Entra ID. Understanding of software deployment, operating system updates and endpoint security. Good problem-solving skills and an interest in troubleshooting technical issues. Understanding of the importance of accurate documentation and asset management. Commitment to providing excellent customer service and supporting continuous improvement.	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test
EXPERIENCE: Some experience using computers and digital technologies. Experience of working with others in a team environment. Experience of communicating with customers, colleagues or members of the public. Experience of managing your own workload and meeting deadlines. Willingness to learn new systems, processes and technologies.	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test
SKILLS AND ABILITIES: Good written and verbal communication skills. Effective interpersonal skills.	Application Form/Interview/Test

Ability to work effectively as part of a team. Ability to work on own initiative. Ability to learn and use new systems quickly. Ability to prepare simple reports and documents. Attention to detail	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test
PERSONAL STYLE AND BEHAVIOUR: Demonstrate a professional approach and commitment to customer service. Flexible and proactive approach to work. Able to maintain confidentiality and sensitivity in all circumstances.	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test