



Job title: Digital Experience Apprentice

Responsible to: Digital Experience Lead

Purpose:

As a Digital Experience Apprentice, you'll dive into the dynamic world of digital product management, gaining hands-on experience while supporting the growth and success of our digital products. This entry-level role is ideal for an individual with a passion for technology and a desire to learn. You'll work closely with experienced professionals, contributing to various aspects of product development and optimisation.

Location: Portsmouth (Hybrid)

Key Areas	Description	Performance standards are satisfactory when:-
Customer Feedback Analysis	<ul style="list-style-type: none">Assist in collecting and analysing customer feedback to identify trends, pain points, and areas for improvement. Contribute insights to enhance the user experience and drive product enhancements.	<ul style="list-style-type: none">Collate customer feedback using a suite of tools.Store and report on feedback to identify areas of improvement.Monitor user experience to measure impact.
Content Development Support	<ul style="list-style-type: none">Aid in writing and updating content for our help and support guides. Ensure documentation is clear, concise, and user-friendly, providing valuable assistance to our customers.	<ul style="list-style-type: none">Ensure content is approved and updated within help and support guides.Monitor content to see the impact of changes.
User Story Testing	<ul style="list-style-type: none">Collaborate with the continuous improvement team to test user stories and	<ul style="list-style-type: none">Record observations and feedback on:<ul style="list-style-type: none">Functionality



	<p>features. Provide feedback on functionality, usability, and overall user experience.</p>	<ul style="list-style-type: none"> ○ Usability ○ Overall user experience ● Use Azure Dev Ops to document your notes. ● Ensure all insights and feedback are captured to track progress and make informed decisions.
<p>Training Documentation Assistance</p>	<ul style="list-style-type: none"> ● Support in the creation and maintenance of training documentation for internal teams. Help ensure that team members have the resources they need to effectively use and support our products. 	<ul style="list-style-type: none"> ● Provide training documentation and save it to our knowledge hub. ● Deliver Learning Hub training programs. ● Conduct face-to-face training sessions. ● Ensure knowledge transfer has occurred with service desk support.
<p>Analytics and Trend Analysis</p>	<ul style="list-style-type: none"> ● Assist in monitoring and analysing product analytics to track performance metrics and trends. Gain insights into how well our products are developing and evolving over time. 	<ul style="list-style-type: none"> ● Analyse results from PowerBI, Google Analytics, and Microsoft Dynamics. ● Record findings within the tracker. ● Present monthly insights to key stakeholders.
<p>Interest in Housing Market</p>	<ul style="list-style-type: none"> ● Develop a keen interest in the housing market and the technologies that can support our growth in this area. Stay informed about industry trends, innovations, and best practices. 	<ul style="list-style-type: none"> ● Consistently review industry trends. ● Cascade information back to the team to share findings. ● Join webinars and Microsoft learn. ● Learn Microsoft product roadmaps.
<p>Collaborative Learning</p>	<ul style="list-style-type: none"> ● Actively participate in team discussions and learning opportunities to expand your knowledge of digital product management. Take initiative in seeking out additional training and development opportunities. 	<ul style="list-style-type: none"> ● Actively participate in team discussions and learning opportunities to expand your knowledge of digital product management. ● Take initiative in seeking out additional training and development opportunities. ● Actively participate in team quarterly meetings.



		<ul style="list-style-type: none">• Shadow key stakeholders in the business (e.g., digital product owner).• Demonstrate self-learning and share insights with the digital team.
Equality and diversity	<ul style="list-style-type: none">• Ensure adherence to duties in relation to Equality and Diversity	<ul style="list-style-type: none">• The behaviours within the team support equality and diversity within the workplace
Health and Safety	<ul style="list-style-type: none">• Take care of your own safety and that of others who may be affected by what you do (or do not do)	<ul style="list-style-type: none">• There is a continuous awareness of Health and Safety culture



	Person Specification	Essential / Desirable
Qualifications	<ul style="list-style-type: none"> At least 5 GCSEs at grades 9-4/A*-C, including Maths and English 	E
	<ul style="list-style-type: none"> 18+ years old 	E
Experience	<ul style="list-style-type: none"> Previous experience in a similar role 	D
	<ul style="list-style-type: none"> Basic knowledge of various IT skills 	D
	<ul style="list-style-type: none"> Good technical troubleshooting skills 	D
Knowledge & Understanding	<ul style="list-style-type: none"> An awareness of existing and developing technologies 	D
Skills	<ul style="list-style-type: none"> Have strong communication and interpersonal skills 	E
	<ul style="list-style-type: none"> The ability to articulate ideas clearly and concisely 	E
	<ul style="list-style-type: none"> Enthusiastic, proactive, and willing to learn 	E
	<ul style="list-style-type: none"> Good attention to detail 	D
	<ul style="list-style-type: none"> Ability to effectively prioritise workload 	D
	<ul style="list-style-type: none"> Excellent administration and documentation skills 	D
	<ul style="list-style-type: none"> Strong analytical skills 	D
	<ul style="list-style-type: none"> Able to develop effective working relationships with key stakeholders 	D
Attributes	<ul style="list-style-type: none"> Strong interest in technology and digital innovation 	E
	<ul style="list-style-type: none"> Analytical approach, with a curiosity for exploring data and uncovering insights 	D
	<ul style="list-style-type: none"> Detail-oriented approach to tasks, ensuring accuracy and quality 	D
	<ul style="list-style-type: none"> Enthusiasm for learning and a proactive attitude towards personal and professional development 	D
	<ul style="list-style-type: none"> Interest in the housing market and willingness to explore how technology can drive growth in this sector 	D
	<ul style="list-style-type: none"> Customer-focused approach, demonstrating an understanding of our customer needs 	D
	<ul style="list-style-type: none"> Lives VIVID's values 	D
	<ul style="list-style-type: none"> Commitment to delivering excellent customer service 	E
	<ul style="list-style-type: none"> Flexible approach to work appreciating that IT issues do not necessarily always occur between 9am and 5pm 	E



Other	<ul style="list-style-type: none">• A clear commitment to equal opportunities, principles and practices in service provision• A driving licence with a car available for business use	E D
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