

Job Description

Job Title	Apprentice (1-4 year programmes)										
Service Area		Function									
Team		Post number		Temp. Post	Apprentice						
Reports to	Nominated Manager/Supervisor										
Responsible for (include People and resources)	N/A										
Purpose of Job											
<p>This 1, 2 or 3 year trainee apprenticeship programme will provide an opportunity to obtain work experience and gain a variety of skills by undertaking a specific learning programme. Apprentices will “learn whilst they earn”.</p> <p>It is anticipated that potential candidates will have little or no work experience relevant to the specific work area. Apprentices will be placed within specific service areas and work towards achieving the relevant qualifications and acquiring the skills and knowledge relating to a particular role.</p> <p>This is a trainee/apprentice position that may require approx one day per week attendance at college. All work activities will be undertaken with close supervision.</p>											
Major duties and responsibilities											
<p>All apprentices will be required to undertake with close supervision <i>some but not all</i> of the basic duties detailed below in addition to the service specific duties related to the role. Duties will be defined in accordance with the service area where the apprentice is based and requirements.</p> <table border="1" data-bbox="204 1287 1203 1690"> <tr> <td>Year 1 For all apprenticeships</td> <td>Undertaking basic duties with constant supervision.</td> </tr> <tr> <td>Year 2 For all apprenticeships</td> <td>Continue to be supervised but able to undertake some tasks using initiative, be aware of procedures, able to prioritize tasks or/and deal with clients/users.</td> </tr> <tr> <td>Year 3 For apprentices undertaking a advanced/higher qualification</td> <td>Work with minimum supervision on tasks that require knowledge of range procedures, complexity and the associated risks.</td> </tr> </table>						Year 1 For all apprenticeships	Undertaking basic duties with constant supervision.	Year 2 For all apprenticeships	Continue to be supervised but able to undertake some tasks using initiative, be aware of procedures, able to prioritize tasks or/and deal with clients/users.	Year 3 For apprentices undertaking a advanced/higher qualification	Work with minimum supervision on tasks that require knowledge of range procedures, complexity and the associated risks.
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1. Admin Duties

- To work as part of a team, supporting and working together with other team members.
- To work on or help with the delivery of projects and tasks to ensure that services are offered as effectively and efficiently as possible.
- To undertake a range of administrative tasks associated with a specific role. This may include; updating and maintaining manual and/or computerized systems:
 - Preparing papers for, and booking or organizing meetings
 - Supporting the setting up of activities and or events
 - Preparing materials be it graphs, drawings/spreadsheets or word documents for meetings. This may also include collecting and delivering post and other basic admin tasks.
 - Collate statistical information using spreadsheets or inputting/checking data as necessary
- Gain an understanding of how procedures and processes are implemented, followed and corrected

2. Social Contact Duties

- Attend and assist colleagues on site visits under the direction of a supervisor or manager.
- Process routine enquires, and routine correspondence.
- Understand the process and assist with the dispatch of documents, updating records and maintenance of monitoring systems.
- Understand/learn how to prepare for and assist colleagues in a range of service Projects/Procedures that could involve:
 - Tender preparation & marketing of contracts
 - Comply with policies and procedures
 - Check asset information, contractor fees, service charges
 - Use IT packages or service specific database e.g. (CAD)
 - Feasibility studies, preparing design drawings, collecting estimates
- Undertake a supervised programme of work that will enable an apprenticeship qualification of levels 2-4.
- Assist in handling complaints, or other Council procedures relevant to the service and level of work required.
- Under supervision, learn how to deal with contract or client enquires, members of the public queries and provide basic advice as needed.
- Assist technical or professional officers and understand the process for the testing of systems, project delivery, evaluations, audit and financial requirements.
- If working in Social Care;
 - understand /learn the process for creating care plans
 - Assist colleagues to provide personal care to clients under close supervision i.e. mobility, eating/feeding and drinking.
 - Under supervision learn how to provide support to clients to deliver outcomes of care plans i.e. assist clients with daily living e.g. shopping, visits to Libraries and taking part in social activities

- If working in youth service learn;
 - learn how to coordinate the attendance of young people
 - learn how to act as a **“buddy”**
 - learn how to assist in the facilitation of peer group sessions (may involve evening work with time off in lieu)

3. Training & Learning Requirements

- To work towards achieving an apprenticeship level 2-4.
- To attend any in-house training programmes identified as part of a development programme.

Responsibility for resources:

None

The Council operates a non-smoking policy.

This Job Description is a guide to the level and range of responsibilities the post holder will expected to undertake initially. It is neither exhaustive nor inclusive and will be changed from time to time to meet changing circumstances and demands.

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Person specification for All Apprentices

Job Title	Apprentice (1, 2, 3 or 4 year programme)				
Service Area	Council Wide		Function		
Team	As agreed	Post number	Temp Position	Grade	Apprentice rate
<i>Method of candidate assessment: A = Application Form I = Interview T = Test</i> <i>Weighting: 3 = most important, 2= least important</i>					
Selection Criteria				A - I - T	Weighting
<p>Education and Qualifications:</p> <p>3 GCSE's grade C-E, or other awards gained or equivalent. e.g. work experience; work with the community/voluntary sector. For a higher level apprenticeship, you will need 3 GCSE's which must include English & Maths Grades A-C for college entry requirements.</p>				A	3
<p>Competencies:</p> <p>When thinking of examples candidates can also use activities and tasks undertaken at School and/or College.</p> <p>Planning, organizing & achieving results:</p> <ul style="list-style-type: none"> • Able to use initiative and can learn how to prioritize workload. • To work accurately, paying attention to detail. • Familiar with a range of I.T packages e.g. word, excel and outlook. • Undertakes a range of different tasks and, is prepared to be flexible. • Ability to follow instructions and work within set procedures and deadlines. • Able to handle confidential information. <p>Building relationships, working together and in partnership:</p> <ul style="list-style-type: none"> • Able to work well with others in a team. • Able to communicate with others in clear spoken and written English. <p>Embracing change:</p> <ul style="list-style-type: none"> • Can be flexible and can give examples of how to adapt to new ideas and ways of working. • Ability to learn how to deal with changing priorities and circumstances. 				A/I/T A/T A/T I I I	3 3 2 3 2 2
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<p>Competencies contd:</p> <p>Analysis and Judgment: (for higher level apprenticeships only)</p> <ul style="list-style-type: none"> • Ability to break simple problems down into parts. • Is aware of various information sources connected with immediate job and able to get information needed under the direction of manager or colleague. <p>Respecting & implementing diversity:</p> <ul style="list-style-type: none"> • Displays an understanding of equality issues. • Understands the impact of disadvantage on minority groups. <p>Customer focus:</p> <ul style="list-style-type: none"> • Listens to the needs/views of all customer/clients/service users. 	<p>A/I/T I</p> <p>I I</p> <p>I</p>	<p>2 2</p> <p>3 2</p> <p>2</p>
<p>Other job requirements:</p> <ul style="list-style-type: none"> • Reside in Redbridge (although applications will be accepted if a candidate lives in other areas) • Candidates may be expected to undertake an assessment prior to appointment. • Occasional evening or weekend work with time off in lieu may be required. • Young person leaving care • Young person with a disability 	<p>A T I A A</p>	<p>3 2 2 3 3</p>