

Role Profile – Apprentice

Role Purpose, Context and Scope

- To develop skills, knowledge and expertise required to fulfil the Typical Accountabilities described below. Throughout the training period the post holder will be expected to complete all educational and training as required. To adhere to the local and national Health and Safety regulations and the organisations Policies and Procedures. To sign a learning contract with the training provider and adhere to the agreement.
- Apprentice is an entry level role which will develop to deliver a professional, high quality, support service to customers, i.e. maintains contact with customers, works out what they need and responds to them. Is aware of issues of diversity, and understands, and is sensitive to, cultural and racial differences.
- Role holders typically will provide a comprehensive first line support to all users. When attached to corporate functions these could be directors, senior managers, managers, employees, councillors, past or prospective employees and residents. In schools they would include, among others, teachers and support staff.

Typical Accountabilities

- Accountable to nominated Line Manager (as per Apprenticeship agreement)
- Accountable for occasional supervision of junior Apprentices, as instructed by Line Manager, during last 6 months of placement
- Expected to observe Council and department policy and to exercise responsibilities under the Health & Safety at Work Act.

Example Job Titles

- Business Administration Apprentice
- Customer Services Apprentice
- Finance Apprentice
- Trainee Administrator

Indicative Dimensions

- Work is usually semi-routine and is governed by well-defined policies, procedures and processes – ready access to line manager for support/queries
- Engagement with the training element of the Apprenticeship will be regarded as integral to the role.
- Work content will be relevant to the Apprenticeship Framework undertaken

Typical Performance Measures

- Will be around service-specific targets, and will be set during monthly reviews. Performance measures will include:
- Attendance in the workplace and at training/college
 - Professional behaviors meeting Council standards
 - Time-keeping
 - Service- related , task based targets
 - Demonstrable, gradual reduction in reliance on colleagues

Person Specification - Knowledge, Qualifications, Skills, Experience – (Essential and Desirable)

Qualifications

- GCSEs in English and Maths (grade A - C or 9 – 4 or equivalent) (Essential)

Experience

- Able to use initiative and work independently – (Essential)
- Able to demonstrate experience in administrative processes and procedures – (Desirable)
- Good knowledge of Microsoft Office applications i.e. MS Office, Excel – (Essential)

General Skills

- Sound verbal and non-verbal communication skills – (Essential)
- Sound organisational skills – (Essential)
- Able to prioritise own workload effectively – (Essential)
- Ability to work with accuracy – (Essential)

Competencies

- Flexible and able to contribute to a team approach
- Sound interpersonal skills
- Self-motivated with a can-do attitude and a commitment to complete all tasks
- Presentable and professional at all times
- Focuses on customer, provides high quality service. Understands customer base.
- Takes personal responsibility for achieving required results
- Considers and demonstrates respect for others
- Develops strong working relationships within and outside own team to achieve common goals
- Able to maintain strict confidentiality when performing the duties of the role and demonstrate honesty, be trustworthy and respectful at all times.

* Haringey Resident or attended a school / further education institution within Haringey.

* Be 16 and over (applications are strongly encouraged from 16- 24 year olds)

Grade: Apprentice –

HAPP1 – National Living Wage in the first 6 months (probation period)

HAPP2 – London Living Wage thereafter for remainder of the Apprenticeship contract (subject to satisfactory completion of probation period).

The role details

Apprentice Parks Project Officer

About the role

The apprentice will be working in the Park Development Team and supporting the Park Development Officers in tasks related to the development and delivery of improvements in parks. The role will provide an introduction to project support, project planning, communication and engagement with the public. The successful candidate will be involved in learning all the necessary skills in order to fulfil the role of Project Support Officer or Project Development Officer and whilst studying at a local college.

There will be a mixture of office based and on site working, therefore you will be required to travel around the borough using any transport method i.e. bus or bike, there is no requirement to have a driving licence or car.

Main duties and responsibilities will be as follows:

- Assist in the development of plans and projects
- Learn how to use project management processes and tools
- Organise project meetings
- Liaise and communicate with customers and
- Assist in the researching and preparation of reports

[Apprenticeship Standard - Business Administration level 3](#)