

## 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
- Childcare Apprentice

### 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 C or 4 or above or equivalent i.e. functional skills / key skills level 2) (desirable).

#### Experience

- Working in a Youth / Outreach setting (desirable)
- Able to use initiative and work independently – (Essential)
- Interested in working in a childcare setting (Essential)
- Able to demonstrate experience in administrative processes and procedures – (Desirable)
- Knowledge of Microsoft Office applications, where the role requires – (Desirable)

#### 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).

## About the role

### 3 Detached Youth Work Apprentices

#### About the role

Haringey Council has been successful in their application to the Greater London Authority's (GLA) Young Londoner Fund resulting in £1.5m to deliver the 'Haringey Community Gold: Committed to supporting disaffected youth in Haringey' programme over 3 years.

Haringey Community Gold is looking to recruit three Detached Youth Outreach Apprentices providing an opportunity for local young people to support young people's engagement and participation in the design, development, delivery, implementation and evaluation of the programme to tackle violence, crime and ASB. The apprentice will work closely with the Detached Outreach Workers to engage and support disenfranchised young people (10-21 years) at risk of becoming involved in violence, gang activity, or, offending. The role will involve managing initiatives and events to build relationships with communities and raise the profile of the programme. The post holder will also work with a variety of stakeholders to build community relations.

#### About you

We are looking for passionate and creative Detached Youth Outreach Apprentices who have positive relationships with local young people. The Detached Youth Outreach Apprentices will be providing opportunities for young people to be safe, to discover their talent and fulfil their potential.

As an Apprentice you will be working towards a Level 2 Youth Work qualification (Certificate in Youth Work Practice) to support your experience with a formal qualification. You will be supported with furthering your understanding of Safeguarding and Health and Safety responsibilities in relation to delivering interventions outreach locally, in centre settings and off site.

You will need to:

- Be a motivated, innovative and an inspired self-starter with the ability to manage a diverse workload.
- Have excellent time-keeping skills and presentable and professional at all times
- Be I.T literate and have good written and verbal communication skills
- Be Flexible and able to contribute to a team approach where you will be required to build good relationships not only within your team, but also across all areas of the organisation and the community.

If you don't have a level 2 qualification i.e. Maths and English you will be required to undertake a functional skills or qualification during your apprenticeship.

Please refer the person specification on page 1.

#### Apprenticeship Standard

**Youth Work, level 3**> <https://findapprenticeshiptraining.apprenticeships.education.gov.uk/Apprenticeship/Framework/447-3-1?keyword=Youth%20Work%3A%20Youth%20Work>