

## Job Description

<b>Job Title:</b>  Newham Apprentice Positions: 1. Position 35265: Domestic Electrician 2. Position 35251: Carpentry and Joinery 3. Position10022107: Plumbing and Domestic Heating Technician 4. Position 35267: Business Administrator	<b>Service Area:</b>  Various	
<b>Directorate:</b>  Inclusive Economy and Housing	<b>Post Number:</b>  Position 35265 Position 35251 Position10022107 Position 35267	<b>Evaluation Number:</b>  5146
<b>Grade:</b>  Apprentice grade London Living Wage rate £11.95 PH	<b>Date last updated:</b>  June 2023	

### **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

### **PROTECTING OUR STAFF 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.

### **COMMITMENT TO AND UNDERSTANDING OF NEWHAM VALUES**

**Honesty** – We act with integrity; we communicate openly and transparently; we take responsibility if things go wrong

**Equality** – we treat people fairly and consistently; we include everyone in our diverse community; we stand up to injustice and discrimination

**Ambition** – we work hard to make Newham better for everyone; we think creatively to find new solutions; we are committed to learning and improving

**Respect** – We treat people with courtesy and compassion; we welcome other people's ideas and perspectives; we consider how our behaviours impact on others

**Together** – We are one council, one team; we collaborate and co-produce to achieve results; we trust, appreciate and constructively challenge each other

## **Overall Purpose of Job**

To assist with the provision of a professional, quality service throughout the Council.

## ***Job Context***

1. The job title of Newham Apprentice applies to all of the apprentices hired as part of the Newham Apprenticeship Programme. Each apprentice will be a member of a specific functional team although will be expected to work in a flexible manner and carry out appropriate work in other teams when necessary to meet service objectives.
2. The Apprentice will report to a relevant Supervisor, associated to the section they are allocated. The Apprentice will also have the support of the officer responsible for the apprentices.
3. The Apprentice has no direct management responsibility.
4. The apprenticeship will be over a minimum two-year period.
5. The type of development opportunities these qualifications will open up are those of Maintenance Technician, Facilities Management, Property Engineer, Maintenance Manager and many other related positions.
6. The apprenticeships will be trade specific.

## Key Tasks, Commitment and Accountabilities

1. Key tasks, commitment and accountabilities are intended to be a broad guide to the range and level of work expected of the Apprentice. This is not an exhaustive list of all tasks that may be given to the Apprentice and employees will be expected to carry out such other reasonable duties that may be required from time to time.
2. Key to the role will be their ability to act professionally in their attitude and approach to their training especially when submitting assignments and course work we expect our apprentices to be presentable, courteous, and punctual and have general desire and ambition to achieve new skills.
3. The aims of the apprenticeship is for the apprentice to understand the processes required under property building maintenance and all associated trades, the course will include health and safety, quality, plant & equipment and train them in the various skills required to effectively maintain the councils housing stock.
4. Our expectations of the Apprentice is for them to gain qualifications in all areas related to building repairs, this will be achieved through attending College under block or day release (dependant on the faculty) and to continue their development working at the Bridge Road Depot until the next attendance is required at College.
5. We would also expect for the successful candidates to work both independently and as part of a team, to have good communication skills and the ability to take ownership of situations that may arise.
6. Our commitment will also go beyond this initial training with the opportunity to extend your training further in other specific skills.
7. To make the best use of appropriate ICT systems including the Council's internet and intranet, email and other systems in order to provide an efficient and effective service.
8. To ensure work is completed in accordance with agreed timescales, targets and service standards.
9. Prepare routine and standard correspondence on a range of issues, making amendments as appropriate to the individual circumstances.
10. To enter and maintain appropriate records onto the relevant systems, assisting with the production of statistics and management information as required.
11. To assist service users, staff and other agencies with general enquiries, both by telephone and in person.
12. To maintain excellent customer service in all areas of work.

13. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues.
14. To assist in preparation and despatch of agendas, minutes and other documents as necessary.
15. To administer a range of procedures relating to the appropriate functional team. Examples of such work may include:
  - a. Dealing with general enquiries.
  - b. Processing bookings
  - c. Preparing amendments/variations to documents.
  - d. Maintaining secure and accurate records.
  - e. Process documentation to meet deadlines.
  - f. Process records; monitor input on the corporate systems to ensure information is kept up to date.
  - g. Collation, reporting and basic analysis of management information.

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## 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
<b>EQUALITY AND DIVERSITY</b> We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	

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**KNOWLEDGE:**

College entry assessment

Formal Test (Pass/ Fail)

Awareness of appropriate office procedures and systems, particularly those applicable in a local government setting.

Application Form/Interview/Test

Working knowledge of Microsoft Word and basic knowledge of excel and/or access in order to input and manipulate data.

Application Form/Interview/Test

Demonstrate basic knowledge and commitment to diversity and equality in the workplace.

Application Form/Interview/Test

**EXPERIENCE:**

Experience of working efficiently, effectively and accurately.

Application Form/Interview/Test

Basic experience of using Microsoft databases/spreadsheets and word processing.

Application Form/Interview/Test

Experience of dealing effectively with customers face to face and on the telephone.

Application Form/Interview/Test

**SKILLS AND ABILITIES:**

Good written and verbal communication skills.

Application Form/Interview/Test

Effective interpersonal skills.

Application Form/Interview/Test

Ability to work effectively as part of a team.

Application Form/Interview/Test

Ability to work on own initiative.

Application Form/Interview/Test

Ability to learn and use new systems quickly.

Application Form/Interview/Test

<p>Ability to prepare simple reports and documents.</p> <p>Attention to detail.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Demonstrate a professional approach and commitment to customer service.</p> <p>Flexible and proactive approach to work.</p> <p>Able to maintain confidentiality and sensitivity in all circumstances.</p> <p><b>OTHER SPECIAL REQUIREMENTS</b></p> <ol style="list-style-type: none"> <li>1. Willingness to work anywhere inside or outside of the Borough.</li> <li>2. Must be a Newham Resident</li> <li>3. Appreciation of the potential hazards when working in the construction industry and the importance of Health &amp; Safety rules</li> </ol>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>