

## Job Description



<b>Job Title:</b> Newham Apprentice - Business Support Officer, Our Newham Money	<b>Service Area:</b> Our Newham Money, Community Wealth Building	
<b>Directorate:</b> Inclusive Economy and Housing	<b>Post Number:</b> 10022136 35256	<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 within 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 EMPLOYEES 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 leaning 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

## **COMMITMENT TO PERSONAL LEARNING**

To successfully complete the Apprenticeship, not only must the apprentice meet the performance standards required, but individuals must also meet the off-the job learning requirements.

Responsibilities include:

- learning and developing practical skills,
- participating in classes and workshops on and offsite,
- observing all employee processes and procedures,
- completing tests and assignments
- delivering presentations to colleagues and other stakeholders.

You should be well-organised, flexible, and willing to assist wherever possible.

## **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 Scheme. Each apprentice will be a member of a specific functional team, although they will be expected to work in a flexible manner and carry out appropriate work in other teams when necessary to meet service objectives.
2. To be successful as an Apprentice, you must have great time management skills and be willing to fit into the existing team structure. You must demonstrate the council's values and behaviours in all that you do. Outstanding Apprentices are those who respond well to criticism, build good relationships with colleagues, and ultimately make a positive lasting impression.
3. You will report to a relevant Supervisor, dependant upon where the post holder is allocated.
4. You will have no direct management responsibility.

## **Key Tasks and Accountabilities**

1. Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may be given to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.
2. 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.
3. To ensure work is completed in accordance with agreed timescales, targets and service standards.
4. Prepare routine and standard correspondence on a range of issues, making amendments as appropriate to the individual circumstances.
5. To enter and maintain appropriate records onto the relevant systems, assisting with the production of statistics and management information as required.
6. To assist service users, staff and other agencies with general enquiries, both by telephone and in person.
7. To maintain excellent customer service in all areas of work.
8. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues.

9. To provide cover for other appropriate staff at the place of work.
10. To assist in preparation and despatch of agendas, minutes and other documents as necessary.
11. To administer a range of procedures relating to the appropriate functional team. Examples of such work include:
  - Dealing with general enquiries.
  - Processing bookings
  - Preparing amendments/variations to documents.
  - Maintaining secure and accurate records.
  - Process documentation to meet deadlines.
  - Process records; monitor input on the corporate systems to ensure information is kept up to date.
  - Collation, reporting and basic analysis of management information.
  - To take minutes of meetings as appropriate.
12. You will learn how to manage and deliver effective financial wellbeing services to a diverse range of residents.
13. Our Newham Money is responsible for ensuring that Newham residents have access to all the advice and support they need to improve their financial wellbeing. As a Business Support Apprentice, you will assist residents with income maximisation, hardship support and money management.
14. You will gain key knowledge, skills, and experience in financial wellbeing and business support as well as gain valuable general experience and transferrable skills set necessary in the workplace that will enhance your career prospects.
15. You will work closely and flexibly with all staff in Our Newham Money, Our Newham and Community Wealth Building. To provide an excellent level of customer service, use innovation to secure residents financial wellbeing and deliver improvements for residents.
16. The Our Newham Apprentice will promote the service to residents and the range of advice and support available. Identify vulnerability needs and facilitate residents access to the relevant third sector support services to ensure where possible financial stability.
17. To provide expert advice and information to residents in respect of interventions for improving financial wellbeing, including hardship support, reducing and preventing arrears and welfare benefit entitlements.
18. To represent Our Newham Money at outreach events in the local community, consultation meetings, or any other meetings concerning financial wellbeing matters.

19. Take responsibility for providing quality information to residents and staff. To tailor communications and create innovative solutions for residents ensuring financial wellbeing.
20. To assist residents with applications for Hardship Support and guide residents through the process.
21. In addition to meeting the performance requirements of the role, the apprentice is required to have good time management, analytical thinking, and good interpersonal skills; have excellent problem-solving and troubleshooting abilities; and demonstrate a growth mind-set and passion for learning. They will be required to spend 20% of their time off the job learning. This includes, but is not confined to:
  - Attending classes/training modules as required by the Training provider, and participating in as many learning opportunities as possible.
  - Assisting within (the relevant team and/or department), and also learning about other aspects of the Service.
  - Observing the council's health and safety procedures.
  - Completing all mandatory tests, presentations, and other required evaluations within timescales set by the Training provider.
  - Working in the office and travelling to other sites when required.
  - Positively receiving feedback and ensuring the line manager is kept updated on progress.
  - Attending meetings and offering suggestions for improvement.
  - Maintaining records, both on-line and where appropriate off-line, of everything learned.
  - Building professional relationships with colleagues, talent Hub representatives and service users.

## 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.

<b>CRITERIA</b>	<b>METHOD OF ASSESSMENT</b>
<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.	
<b>PROTECTING OUR EMPLOYEES AND SERVICES</b> 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.	



Attention to detail	Application Form/Interview/Test
<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>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>