

Job Description



Job Title: Newham Apprentice: Apprenticeship in Public Service Operational Delivery (Advanced) Level 3 Qualification	Service Area: Adult Social Care, Operations, Older People and Disability	
Directorate: Adults and Health	Post Number: 37554	Evaluation Number: 5146
Grade: Apprentice Grade London Living Wage rate £11.95 PH	Date last updated: 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 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

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

To provide support to the Business Manager and the Older People and Disability service Senior Management Team. To provide efficient and effective coordination and facilitation, including supporting a range of programmes of work, meetings and boards.

To undertake the compilation, analysis and presentation of data and information from a wide range of sources in order to assist operational delivery and where necessary support the improvements which need to be made.

To develop active and effective working relationships with services across Adult Social Care, and develop a strong understanding of operational delivery processes across the area.

Job Context

1. The post holder will report to the Business Manager in Adult Social Care Operations.
2. You will be expected to work in a flexible manner and carry out appropriate work in other teams when necessary to meet service objectives.
3. To be successful as an Apprentice, you must have great time management skills and be willing to fit into the existing team structure.
4. You must demonstrate the council's values and behaviours in all that you do.
5. Outstanding Apprentices are those who respond well to criticism, build good relationships with colleagues, and ultimately make a positive lasting impression.
6. You will complete your qualification in Public Service Operational Delivery (Advanced)
7. The post holder has no line management responsibility
8. The post holder has no sole budget responsibility.
9. You will be required to work closely with the Business Manager and the Older People and Disability service area

Key Tasks and Accountabilities

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.

1. To ensure that the Older People and Disability service in ASC Operations receives high quality support through the operation and development of the programme
2. To support staff in the service in evaluating and increasing the impact of the service by developing new initiatives that may support residents receiving services
3. To attend and support the delivery of service meetings by preparing agendas, reports, producing clear and concise meeting notes, and following up as required
4. To deal with a range of queries from the public and from other staff in a polite and helpful manner, seeking advice or guidance from senior staff as appropriate
5. To undertake such other duties commensurate with the grade and responsibilities of the post.
6. 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
7. To ensure work is completed in accordance with agreed timescales, targets and service standards
8. Prepare routine and standard correspondence on a range of issues, making amendments as appropriate to the individual circumstances
9. To enter and maintain appropriate records onto the relevant systems, assisting with the production of statistics and management information as required
10. To assist service users, staff and other agencies with general enquiries, both by telephone and in person
11. To maintain excellent customer service in all areas of work.
12. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues
13. To provide cover for other appropriate staff at the place of work
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.
16. In addition to meeting the performance requirements of the role, you are 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. You 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



Job Title: Newham Apprentice: Apprenticeship in Public Service Operational Delivery (Advanced) Level 3 Qualification	Service Area: Adult Social Care, Operations, Older People and Disability	
Directorate: Adults and Health	Post Number: 37554	Evaluation Number: 5146
Grade: Apprentice grade London Living Wage rate	Date last updated: June 2023	

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
<p>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.</p> <p>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.</p>	

<p>KNOWLEDGE:</p> <p>Good knowledge and understanding of the workings of local government, especially within adult social care</p> <p>Awareness of appropriate office procedures and systems, particularly those applicable in a local government setting.</p> <p>Working knowledge of Microsoft Word and basic knowledge of excel and/or access in order to input and manipulate data.</p> <p>Demonstrate basic knowledge and commitment to diversity and equality in the workplace.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>EXPERIENCE:</p> <p>Experience of working efficiently, effectively and accurately.</p> <p>Basic experience of using Microsoft databases/spreadsheets and word processing.</p> <p>Experience of dealing effectively with customers face to face and on the telephone.</p> <p>Experience of successfully building relationships with stakeholders to achieve service priorities.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>SKILLS AND ABILITIES:</p> <p>Good written and verbal communication skills, as well as the ability to simplify complex ideas and communicate them.</p> <p>Ability to communicate throughout all levels of an organisation</p> <p>Effective interpersonal skills</p> <p>Ability to work effectively as part of a team</p> <p>Ability to work on own initiative</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

<p>Ability to learn and use new systems quickly</p> <p>Ability to prepare simple reports and documents</p> <p>Attention to detail</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Ability to take on new concepts and be forward thinking.</p> <p>Ability to be reflective and creative when working with vulnerable people</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Excellent organisational skills and attention to detail.</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>Focused on achieving core programme objectives, whilst remaining flexible and adaptable to changes in programme requirements.</p> <p>Good interpersonal skills which are appropriate to working with a range of key stakeholders, including external partners and service users.</p> <p>Confident, self-motivated, proactive, with a high capacity of work.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>QUALIFICATIONS:</p> <p>Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's</p>	<p>Application Form</p>

English and maths minimum requirement is Entry Level 3.	
OTHER SPECIAL REQUIREMENTS: This post is subject to an enhanced DBS check.	Satisfactory clearance at conditional offer stage