

ROLE PROFILE AND PERSON SPECIFICATION



Company Name: Ealing Council – Apprenticeship Programme Team

Address: 4th Floor Perceval House, 14 – 16 Uxbridge Road, and Ealing, W5 2HL

Employer Description: Local Authority

Hours of Work: 35 hours per week – 09:00 – 17:00 Monday – Friday, with 1-hour lunch break

Annual Holiday Entitlement: 24 days paid holiday per year plus 3 additional days (to cover Christmas and New Year)

Level 2: Learning agreement of 12months

Training allowance (Pay) annual amount: is £12,931.10*

**Please note this is made up of two different rates. Your first 6 months is £6.00 an hour. Your final 6 months will be at the current higher rate National minimum wage (NMW) currently £8.21.*

Position Title: Apprenticeship Team Support Apprentice

The apprenticeship programme supports people starting or returning to work through apprenticeships and pre-apprenticeship training, either at the council or in the borough. The team also works with employers to create opportunities for candidates to apply for. This role is to provide administrative and customer service support especially to the Ealing Apprenticeship Network and Pathways programmes, and acting as an ambassador for apprenticeships at events and as part of recruitment campaigns.

Responsibilities include:

- Providing customer service for enquiries to the team by phone, email, face to face or through other digital media
- Meeting and greeting, assisting with internal and external meetings, including setting up the room and any equipment necessary
- Inputting data, maintaining records, monitoring data, preparing simple reports
- Filing, scanning, photocopying, printing, dealing with post and archiving
- Learning to take and produce meeting minutes
- Providing active support for workshops and events
- Attending various events to promote apprenticeships and acting as an apprentice ambassador
- Acting as liaison to candidates, employers and partners as part of recruitment campaigns
- Work within the team in all aspects of the service
- Ensure that good practice, customer care and health and safety are fully blended into day-to-day activities.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills and Abilities required:

1. Able to understand the importance of confidentiality within the workplace and work to LBE policies.
2. Good communication skills with clear spoken and written English.
3. Good knowledge and understanding of Microsoft Office (specifically Word, Excel, PowerPoint), navigating the internet and using other digital platforms would be useful.
4. Accurate with excellent attention to detail.
5. Able to deal with complex, challenging and sensitive work.
6. Well presented with a smart appearance.
7. Able to work flexibly as part of a team, asking and giving support as needed.
8. Numerate and able to work well with data and statistical information.
9. Able to use initiative and learn to prioritise own workload.
10. Aware of equality and diversity and health and safety.
11. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

This position requires Enhanced Vetting