

ROLE PROFILE AND PERSON SPECIFICATION

Company Name	The London borough of Ealing Council
Address	Perceval House, 14 -16 Uxbridge Road, and Ealing, W5 2HL
Employer Description	Local Authority
Position Title	Asset management transformation apprentice
Age	16+
Qualification	Level 3 Business administration - Learning agreement of 18 months
Annual Training Allowance	£25,276.32. (Real living wage for London, currently £13.85 per hour) Including a 6-month probation, with three reviews at month 1, 3 and 5.
Hours of work	35 hours per week. 09:00 – 17:00 Monday to Friday with 1hr lunch break and 6 hours protected study time.
Annual Holiday Entitlement	Holiday Entitlement: 36 days paid holiday for 18 months, plus 3 additional days (to cover Christmas and New Year)
The Role	The role of the asset management transformation apprentice, is to assist in the effective management of improvement projects within the Councils assets team, who are responsible for all of the councils property portfolio. In the role you will learn how to ensure projects are delivered well, on time, and within budget. You will assist as a technical and project support, which includes resident service improvements, communications, resident engagement, service design, staff engagement, and digital enhancement. By collaborating with internal and external teams, providing project and administrative assistance where necessary to facilitate project delivery.
Responsibilities	<ul style="list-style-type: none"> • Provide business administrative support to the team • Learn to deal sensitively and professionally with all enquiries • Develop skills to eventually support managers in a range of projects and assist in progressing project actions. • To assist in providing progress updates, reports and project-related communications including at corporate level and for residents. • To collate documents, organise, run and record meetings, draft plans and proposals • Ensuring that good practice, customer care and health and safety are fully blended into day-to-day activities • Attend and participate in team meetings and take notes of the meeting, circulate • To contribute to ensure project deliverables are met or exceeded. • To help to handle complaints and other tasks effectively and in a timely manner, maintaining accurate records and using feedback to drive service improvement. • To contribute to reports that offer reassurance of delivery, value, and customer satisfaction. • To ensure excellent relationships are maintained and that strong customer service is delivered to both external and internal customers.

ROLE PROFILE AND PERSON SPECIFICATION

	<ul style="list-style-type: none">• To work collaboratively with team members to support productivity and contribute to achieving customer satisfaction and employee engagement targets.• To provide excellent levels of customer service to both external and internal customers.• To support the team in ensuring its work is compliant with statutory obligations and regulatory undertakings.• To contribute to lessons learned from feedback and ensure that they are used to drive service improvement.• To maintain effective records and documentation for all projects.• Undertaking ad hoc project work or tasks and assisting the team as required ensuring delivery of projects-and reports and proactively seek to improve processes around tasks and making recommendations.
Skills and abilities	<ol style="list-style-type: none">1. Able to understand the importance of confidentiality within the workplace.2. A keen interest in project management3. Good communication skills including attention to detail, grammar and spelling.4. Good knowledge and understanding of Microsoft Office (specifically Word, Excel and PowerPoint) and the internet.5. Accurate with excellent attention to detail.6. Able to deal with complex, challenging and sensitive work.7. Well presented with a smart appearance.8. Able to work flexibly as part of a team, asking and giving support as needed.9. Numerate and able to work well with data and statistical information.10. Able to use initiative and learn to prioritise own workload.11. Aware of equality and diversity and health and safety.12. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

ROLE PROFILE AND PERSON SPECIFICATION

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards