

Durham County Council Apprenticeship Information Pack



What is an apprenticeship?



Apprenticeships are an excellent option for all ages. An apprenticeship is a genuine job where you will receive formal training to gain a recognised qualification alongside gaining technical knowledge, practical experience and wider skills you need for employment and a future career.

What types of apprenticeships are available?

Durham County Council provides the majority of local council services in the county. The council offers a huge range of job opportunities and a wide range of apprenticeships are also available including catering, accounting, construction and business administration to name a few. We have the career to meet your aspirations. Further information on the council's services can be found on our website at www.durham.gov.uk

We are pleased to be offering the following apprenticeships for a September 2018 start:

Service	Apprenticeship	Length of Apprenticeship	Location	Training	Training Provider
Resources – People and Talent Management	2 x Apprentice (Human Resources)	2 years	County Hall, Durham	HR Support Level 3	New College Durham
Resources – Financial Support Services	4 x Apprentice (Business Administration)	2 years	Green Lane, Spennymoor and/or Comeleon House, Tanfield Lee	Business Administration Level 3	Durham County Council Adult Learning and Skills Service

Service	Apprenticeship	Length of Apprenticeship	Location	Training	Training Provider
Resources – Financial Services	1 x Apprentice (Financial Management)	3 years	County Hall, Durham	Accountancy commencing at Level 2 and progressing to Levels 3 and 4	New College Durham
Resources – Internal Audit and Corporate Fraud	1 x Apprentice (Corporate Fraud Investigator)	3 years	County Hall, Durham	Accountancy commencing at Level 2 and progressing to Levels 3 and 4	New College Durham
Resources - Corporate Procurement	2 x Apprentice (Commercial Procurement and Supply)	2 years	County Hall, Durham	Commercial Procurement and Supply Standard commencing at Level 4 and progressing to Levels 5 and 6	CIPS Corporate Services Ltd
ReaL – Durham Crematorium	1 x Apprentice (Business Administration)	2 years	Durham Crematorium, South Road Durham	Business Administration Level 3	Durham County Council Adult Learning and Skills Service
ReaL – Economic Development and Housing (Housing)	2 x Apprentice (Business Administration)	2 years	1 x Crook 1 x Seaham	Business Administration Level 3	Durham County Council Adult Learning and Skills Service
ReaL – Transport and Contract Services (Rights of Way)	1 x Apprentice (Business Administration)	2 years	County Hall, Durham	Business Administration Level 3	Durham County Council Adult Learning and Skills Service

Service	Apprenticeship	Length of Apprenticeship	Location	Training	Training Provider
ReaL – Transport and Contract Services (Traffic Management)	4 x Apprentice (Civil Engineering Degree)	4 to 6 years depending on entry level qualifications	County Hall, Durham	Civil Engineer Degree Level 6	Teesside University
ReaL – Planning and Assets (Area of Outstanding Natural Beauty (AONB) Partnership)	1 x Apprentice (Business Administration)	2 years	Stanhope	Business Administration Level 3	Durham County Council Adult Learning and Skills Service
ReaL – Technical Services (Highways Services)	2 x Apprentice (Civil Engineering Degree)	4 to 6 years depending on entry level qualifications	Meadowfield	Civil Engineer Degree Level 6	Teesside University
ReaL – Technical Services (Highways Services)	2 x Apprentice (Civil Engineering)	4 years	Meadowfield	Civil Engineering for Technicians commencing at Level 3 and progressing to Level 4	New College Durham
ReaL – Technical Services (Highways Services)	4 x Apprentice (Highways)	2 years	Meadowfield	Construction Civil Engineering: Construction Operations Level 2	Derwentside College
ReaL – Technical Services (Highways Services)	2 x Apprentice (Street Lighting Electrician)	4 years	Meadowfield	Installation Electrician/Maintenance Electrician Level 3	JTL

Service	Apprenticeship	Length of Apprenticeship	Location	Training	Training Provider
Real – Direct Services (Building and Facilities Management)	2 x Apprentice (Electrician)	4 years	Meadowfield	Installation Electrician/Maintenance Electrician Level 3	JTL
Real – Direct Services (Building and Facilities Management)	1 x Apprentice (Heating Engineer)	4 years	Meadowfield	Servicing and Maintaining Heating and Ventilation Systems commencing at Level 2 and progressing to Level 3	Hartlepool College
Real – Direct Services (Building and Facilities Management)	1 x Apprentice (Joiner)	3 years	Meadowfield	Construction Building: Wood Occupations Level 2	New College Durham
Real – Direct Services (Building and Facilities Management)	1 x Apprentice (Bricklayer)	3 years	Meadowfield	Construction Building: Trowel Occupations Level 2	New College Durham
Real – Direct Services (Building and Facilities Management)	1 x Apprentice (Catering)	2 years	County Hall	Hospitality: Food and Beverage Service Level 2	Durham County Council Durham Employment and Skills
Real – Direct Services (Building and Facilities Management)	1 x Apprentice (Compliance Technician)	3 years	Meadowfield	Building Services Engineering Technology and Project Management: Technician Level 3	Middlesbrough College

What are the different levels of apprenticeship?

There are a range of apprenticeships at different levels including:

- Intermediate level apprenticeship (Level 2) – equivalent to five GCSE passes
- Advanced level apprenticeship (Level 3) – equivalent to two A level passes
- Higher apprenticeship (Level 4 and 5) – can lead to a higher national certificate (HNC) or a foundation degree
- Degree apprenticeship (Level 6 and 7) – can lead to the achievement of a full bachelor's or master's degree

How much will I earn?

This will depend on the type of apprenticeship you are doing.

If you are working towards a Level 2, 3 or 4 qualification during the term of your apprenticeship (excluding craft apprenticeships) you will be paid:

- £3.70 per hour for the first year of your apprenticeship
- If you are aged 19 years or over and have completed the first year of your apprenticeship you will then be paid:
 - 19 to 20 year old £5.90 per hour
 - 21 to 24 year old £7.38 per hour
 - 25+ years £7.83 per hour(Rates effective from 1 April 2018)

If you are working towards a Level 5, 6 or 7 qualification during the term of your apprenticeship you will be paid the rate outlined in the job advert.

If you are undertaking any of the following craft apprenticeship you will be paid the rate outlined in the job advert:

- Apprentice (Street Lighting Electrician)
- Apprentice (Heating Engineer)
- Apprentice (Bricklayer)
- Apprentice (Electrician)
- Apprentice (Joiner)

You will be paid on the last working day of each month, with the money paid directly into your bank account.

Your apprenticeship training will be fully funded by the council.

What should I expect from an apprenticeship at the council?

- A workplace induction to help you understand your role and the council
- A structured work programme working alongside experienced employees
- Ability to study towards a recognised qualification
- Regular review meetings with your manager
- A workplace mentor
- Opportunities to undertake work based and off the job training
- Access to a range of training opportunities
- Support to help you apply for jobs
- To be part of an Apprenticeship Network where you will receive updates of what is happening across the council including any training or job opportunities available, build a network of support, be able to discuss support/information required and put forward ideas for improvements.

What are the additional benefits of working for the council?

- Holiday entitlement
- Pension
- A range of flexible working options, some depending on job role
- Maternity, paternity, dependency and adoption leave
- Sickness pay

How do I apply?

If you are not already registered you will need to register with North East Recruitment Portal and apply online at <https://www.northeastjobs.org.uk/default.aspx?page=orghome&orgid=73> Click on the apprenticeship job category to see the opportunities available.

Key dates

Applications	Online applications close on 3 June 2018
Shortlisting	Takes place between 4 and 15 June 2018
Interviews	Take place between 18 and 29 June 2018

If you are shortlisted you will receive notification of the date and time of your interview via an e-mail from North East Recruitment Portal.

Overview of the service areas offering apprenticeships

Resources – People and Talent Management

- The service provides a range of high quality human resources advice, guidance and practical support to managers and employees.
- Human resources advice and support covers attendance management, employee discipline and grievance, contracts of employment, restructures, leave of absence, maternity/pregnancy rights, flexible working and mediation.
- Organisational development/workforce development covers corporate learning and workforce development, performance appraisal, leadership and management development, e-learning, coaching and mentoring, workforce planning and the council's apprenticeship programme.
- The service reviews and updates human resources policies and guidance on a regular basis to ensure they comply with legislation and case law.

Resources – Financial Support Services

Financial Support Services provide a number of key front-line council functions to residents and businesses throughout the county. There are currently approximately 60,000 housing benefit/council tax reduction claimants; 244,000 council tax households; 15,000 business rate payers; and 7,000 adult social care charge paying clients supported by the service. Many of the clients supported are vulnerable.

The functions which Financial Support Services provide include:

- The administration of all aspects of council tax billing, council tax reduction and housing benefit. This also includes property inspections, the review of benefits and discounts and the recovery of overpaid housing benefit.
- Managing all aspects of business rates billing, the assessment of adult social care charging, the assessment and administration of discretionary housing benefit, welfare assistance, supported accommodation housing benefit and the Appointee and Deputyship Team.
- Providing advice, information, support and representation in relation to welfare benefits.
- Management, collection and enforcement of the council's sundry debt, council tax and business rates.
- Management and reconciliation of all the council's income and expenditure to major funds.
- Management and support of the council's end-to-end purchase-to-pay process, including transactional purchasing support and the processing and control of invoice payments to the council's creditors.
- Provision of technical and administrative support for the service area.

Resources – Financial Services

- Financial Services is responsible for providing a customer focussed strategic advice and support service to all service groupings across the council.
- Financial Services supports the co-ordination of service grouping input to medium term financial planning, budgeting and budgetary control processes, both revenue and capital. This is achieved through the provision of timely, accurate, reliable and relevant financial information and advice.
- The service supports the delivery of medium term financial planning initiatives, restructuring and a range of project work programmes, including statement of accounts.

Resources – Internal Audit and Corporate Fraud

- The Internal Audit Team is an independent, objective assurance and consultancy activity, which provides assurance to the council that internal controls, procedures and governance arrangements are effective.
- The Corporate Fraud Team supports the council in the prevention, detection and investigation of fraud and in embedding a strong counter fraud culture across the council.

Resources – Corporate Procurement

- The service leads the procurement of all goods, services and works required by the council and its partners and spends approximately £450 million per year with suppliers.
- The service strategically manage procurement projects and carry out competitive tendering activities and negotiations to establish the required contractual relationships to support the needs of each service within the council, and its many partners.
- In addition to ensuring that the council's financial, quality, delivery and service requirements are achieved, all procurement activity must deliver value for money and ensure that we achieve long-term, sustainable solutions for the county and our residents and other stakeholders.
- The service also seeks to maximise the value of every pound we spend to achieve social, economic and environmental benefits and achieve social value outcomes for the communities we represent.
- The service work and collaborate locally, regionally across the North East as well as nationally in order to ensure the council can achieve the best possible procurement and commercial arrangements.

Regeneration and Local Services (Real) – Durham Crematorium

- Durham Crematorium provides the highest standards of operation, the best levels of service to the bereaved and maintains the grounds to a high standard.
- The professional team guide the bereaved through the cremation process and long-lasting memorial options.
- As a proud member of the Institute of Cemetery and Crematorium Management (ICCM) the team guarantees all of our practices meet social, ethical and environmental principles.
- The team prides itself on offering choices that enable everyone to arrange a meaningful funeral.

Regeneration and Local Services (Real) – Economic Development and Housing (Housing)

- Housing Solutions provides a range of housing advice to assist customers with homelessness and to live independently.
- The apprenticeship will largely concentrate on work with the Housing Advice Line, which offers a first point of contact into Housing Solutions. Customers are taken through a full triage assessment to determine the level of advice and support required. This ensures consistency in service delivery across the county for those customers in housing need and assist customers with other issues including debt, welfare benefits, employability, health and safeguarding.

Regeneration and Local Services (Real) – Transport and Contract Services (Rights of Way)

- The Public Rights of Way Team manages the county's 3508 km off-road network of footpath, bridleways and other rights of way. This is the main network of routes away from traffic over which the public can informally walk, cycle and ride horses so is a key resource for the public to exercise and stay healthy as well as for attracting visitors to enjoy the county's countryside. The team is a front line statutory service with a high level of contact with the public, landowners and elected representatives. Its tasks are very broad and it collaborates with many other council service areas, statutory agencies and local councils.
- The Team's main functions are:
 - enforcing and maintaining public paths.
 - dealing with disputes as to the status of paths which may be unrecorded or incorrect (assessing evidence of use and historic documents).
 - Securing positive outcomes where paths are affected by new developments.
- The Team of 8 employees is committed to providing a quality off-road path network which the public can use and enjoy with confidence.

May 2018

Regeneration and Local Services (ReaL) – Transport and Contract Services (Traffic Management)

- Traffic Management have responsibility of the development and implementation of traffic management initiatives in the major town centres of the county.
- Implementation of parking controls including civil parking enforcement.
- Accident Investigation and Prevention work including maintaining the accident database.
- Undertaking safety audits of all changes to the highway network.
- Maintenance and review of the county's traffic orders.
- Managing the provision of the parking controls, congestion charging and park and ride facilities within Durham City.
- Development and implementation of public transport infrastructure.
- Supporting major events such as Lumiere, Durham Miners Gala and major road work projects.
- Walking route assessments.
- Management and maintenance of the county's bus stations.

Regeneration and Local Services (ReaL) – Planning and Assets (Area of Outstanding Natural Beauty (AONB) Partnership)

- The North Pennines is one of England's most special places – a stunning landscape of open heather moors and peatlands, attractive dales and hay meadows, tumbling upland rivers, wonderful woods, welcoming communities, intriguing imprints of a mining and industrial past, distinctive birds, animals and plants and much, much more. In recognition of its special qualities the area has been designated as an Area of Outstanding Natural Beauty (AONB). The North Pennines is also a UNESCO Global Geopark – places with outstanding geology where special effort is made to make the most of Earth heritage through interpretation, education, conservation and nature-based tourism.
- The North Pennines AONB Partnership is an alliance of statutory agencies, local authorities and voluntary or community organisations which care about, and for, the area. The AONB Partnership is the body responsible for co-ordinating efforts to conserve and enhance the North Pennines. The work of the AONB Partnership is carried out through the AONB Staff Unit.
- Further information can be found on the following websites www.northpennines.org.uk, www.explorenorthpennines.org.uk.

Regeneration and Local Services (ReaL) – Technical Services (Highway Services)

- Technical Services has responsibility for delivering the strategic highways, highway operations and design services functions.
- The county has a highway network of 3,773 km of carriageway. It is the council's largest and most valuable tangible asset, and is fundamental to all economic and social activity in the county.
- With a track record of innovating to achieve efficiencies and directing savings to front-line services, the service is rated as one of the most efficient highways authorities in the country.
- The council's highways service (including design, highway construction and maintenance, street lighting, structures and winter maintenance) is delivered by an in-house team of 300 employees.
- Recognised as one of the country's most efficient highways authority, highway services is making a real impact on its community, delivering innovative customer-oriented highway schemes which help to keep people safe and the county moving.

Regeneration and Local Service (ReaL) – Direct Services (Building and Facilities Management)

- Building and Facilities Management has responsibility for a range of building services including construction delivery, building repairs and maintenance, statutory building compliance, building cleaning, catering and facilities management. In this way, Building and Facilities Management provide council employees with a clean, safe, compliant and fit for purpose working environment.
- The council has a property portfolio of buildings including public conveniences, leisure centre and office accommodation. Buildings are fundamental to the operation of council services.
- We offer first rate technical and professional expertise together with excellent local knowledge of each premises. The Building and Facilities Management teams provide advice and guidance and practical support.
- The council's building services (including building construction, property repairs and maintenance, building cleaning, catering, building compliance and facilities management) is delivered by an in-house team of 350 employees.
- An award winning construction and maintenance service making a real impact on communities by delivering customer focused innovative building service either direct or under contract.