

# 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](http://www.durham.gov.uk)

We are pleased to be offering the following apprenticeships for a September 2019 start:

Service	Apprenticeship	Length of Apprenticeship	Location	Training	Training Provider
Adult & Health Services – Adult Care	<b>3 x Apprentice (Adult Care Worker)</b>	2 years	County Hall, Durham	Adult Care Worker Level 2	Durham County Council Adult Learning and Skills Service

<b>Service</b>	<b>Apprenticeship</b>	<b>Length of Apprenticeship</b>	<b>Location</b>	<b>Training</b>	<b>Training Provider</b>
Children & Young Peoples Services – Education & Skills	<b>1 x Apprentice (Business Administration)</b>	2 years	The Work Place, Newton Aycliffe	Business Administration Level 3	Durham County Council Adult Learning and Skills Service
Children & Young Peoples Service – Education & Skills	<b>1 x Apprentice (Business Administration)</b>	2 years	County Hall, Durham	Business Administration Level 3	Durham County Council Adult Learning and Skills Service
Resources – Financial Services	<b>3 x Apprentice (Financial Management)</b>	3 years	County Hall, Durham	Accountancy commencing at Level 2 and progressing to Levels 3 and 4	New College Durham
Resources – Digital and Customer Services	<b>4 x Apprentice (ICT Operations)</b>	2 years	Meadowfield	Unified Communications Technician Level 3	New College Durham
Resources – Digital and Customer Services	<b>2 x Apprentice (ICT Infrastructure)</b>	2 years	Tanfield Lea, Stanley	Infrastructure Technician Level 3	New College Durham
Resources – Digital and Customer Services	<b>3 x Apprentice (ICT Apps &amp; Development)</b>	2 years	County Hall	Software Development Technician Level 3	New College Durham
Resources – Digital and Customer Services	<b>2 x Apprentice (Business Administration) Systems Support</b>	2 years	County Hall, Durham	Business Administration Level 3	Durham County Council Adult Learning and Skills Service

<b>Service</b>	<b>Apprenticeship</b>	<b>Length of Apprenticeship</b>	<b>Location</b>	<b>Training</b>	<b>Training Provider</b>
Resources – Occupational Health & Safety	<b>2 x Apprentice (Business Administration) Occupational Health</b>	2 years	County Hall, Durham	Business Administration Level 2 or 3	Durham County Council Adult Learning and Skills Service
Resources – Occupational Health & Safety	<b>1 x Apprentice (Business Administration) Health &amp; Safety</b>	2 years	County Hall, Durham	Business Administration Level 2 or 3	Durham County Council Adult Learning and Skills Service
ReaL – Business Durham	<b>1 x Apprentice (Customer Services)</b>	2 years	Salvus House, Durham	Customer Services Level 2 or 3	Learning Curve
ReaL – Environmental Health & Consumer Protection	<b>1 x Higher Apprentice (Environmental Health &amp; Consumer Protection)</b>	2 years	Meadowfield Annand House	Regulatory Compliance Level 4	Credit Services Association
ReaL – Parks and Countryside	<b>1 x Apprentice (Assistant Ranger)</b>	2 years	County Hall, Durham	Environment Conservation Level 2	Askham Bryan, York
ReaL – Culture & Sport	<b>1 x Apprentice (Technical Theatre)</b>	2 years	Gala Theatre, Durham	Technical Theatre, Lighting, Sound and Stage Level 3	Gateshead College
ReaL – Transport and Contract Services (Traffic Management)	<b>4 x Apprentice (Civil Engineering Degree)</b>	4 to 6 years depending on entry level qualifications	County Hall, Durham	Civil Engineer Degree Level 6	Teesside University

<b>Service</b>	<b>Apprenticeship</b>	<b>Length of Apprenticeship</b>	<b>Location</b>	<b>Training</b>	<b>Training Provider</b>
ReaL – Planning and Assets (Planning Development)	<b>1 x Apprentice (Surveying Degree) Building Control</b>	5 years	County Hall, Durham	Chartered Surveyor Degree Level 6	Northumbria University
ReaL – Planning and Assets (Planning Development)	<b>1 x Apprentice (Business Administration)</b>	2 years	County Hall, Durham	Business Administration Level 3	Durham County Council Adult Learning and Skills Service
ReaL – Technical Services (Highways Services)	<b>4 x Apprentice (Civil Engineering Degree)</b>	4 to 6 years depending on entry level qualifications	County Hall, Durham	Civil Engineer Degree Level 6	Teesside University
ReaL – Technical Services (Highways Services)	<b>1 x Apprentice (Civil Engineering)</b>	4 years	Meadowfield	Civil Engineering for Technicians commencing at Level 3 and progressing to Level 4	New College Durham
ReaL – Technical Services (Highways Services)	<b>4 x Apprentice (Highways)</b>	2 years	Meadowfield	Construction Civil Engineering: Construction Operations Level 2	Derwentside College
ReaL – Technical Services (Highways Services)	<b>8 x Apprentice (Gardener)</b>	2 years	Meadowfield	Horticulture Level 2	East Durham College
ReaL – Direct Services (Building and Facilities Management)	<b>1 x Apprentice (Electrician)</b>	4 years	Meadowfield	Installation Electrician/Maintenance Electrician Level 3	JTL

<b>Service</b>	<b>Apprenticeship</b>	<b>Length of Apprenticeship</b>	<b>Location</b>	<b>Training</b>	<b>Training Provider</b>
ReaL – Direct Services (Building and Facilities Management)	<b>2 x Apprentice (Floorlayer)</b>	3 years	Meadowfield	Floorlaying Level 2	Northumberland College
ReaL – Direct Services (Building and Facilities Management)	<b>2 x Apprentice (Heating Engineer)</b>	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)	<b>1 x Apprentice (Roofer)</b>	4 years	Meadowfield	Roofing Level 2 & 3	Newcastle College
ReaL – Direct Services (Building and Facilities Management)	<b>1 x Apprentice (Joiner)</b>	3 years	Meadowfield	Construction Building: Wood Occupations Level 2	New College Durham
ReaL – Direct Services (Building and Facilities Management)	<b>1 x Apprentice (Bricklayer)</b>	3 years	Meadowfield	Construction Building: Trowel Occupations Level 2	New College Durham
ReaL – Direct Services (Building and Facilities Management)	<b>2 x Apprentice (Passenger Lift Engineer)</b>	4 years	Meadowfield	Lift and Escalator Electromechanic Level 3	L.I.T.S
ReaL – Direct Services (Building and Facilities Management)	<b>1 x Apprentice (Painter &amp; Decorator)</b>	3 years	Meadowfield	Construction Building: Decorative Finishing and Industrial Painting Level 2 and 3	New College Durham

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Service	Apprenticeship	Length of Apprenticeship	Location	Training	Training Provider
ReaL – Direct Services (Building and Facilities Management)	<b>2 x Apprentice (Catering)</b>	2 years	County Hall	Hospitality: Food and Beverage Service Level 2	Derwentside College
ReaL – Direct Services (Building and Facilities Management)	<b>1 x Apprentice (Business Development)</b>	3 years	Meadowfield	Business Improvement Techniques Level 3 & Improvement Practitioner Level 4	Derwentside College
ReaL – Direct Services (Building and Facilities Management)	<b>3 x Apprentice (Building Technician – Mechanical &amp; Engineering)</b>	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:

- £3.90 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                      £6.15 per hour
    - 21 to 24 year old                      £7.70 per hour
    - 25+ years                                £8.21 per hour
- (Rates effective from 1 April 2019)

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 advert.

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

- |                                 |                            |
|---------------------------------|----------------------------|
| • Apprentice (Lift Engineer)    | • Apprentice (Electrician) |
| • Apprentice (Heating Engineer) | • Apprentice (Joiner)      |
| • Apprentice (Roofer)           | • Apprentice (Painter)     |
| • Apprentice (Bricklayer)       | • Apprentice (Floorlayer)  |

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.
- Working in an environment that promotes an inclusive and diverse workforce.

### **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=orhome&orgid=73> Click on the apprenticeship job category to see the opportunities available.

If you require any reasonable adjustments at the application or selection stage, please contact Peter Brockman, Senior Resources and Development Officer (Organisational Workforce Development Team) on Tel: 03000 268 547 or via email ([peter.brockman@durham.gov.uk](mailto:peter.brockman@durham.gov.uk))

### Key dates

Applications	Online applications close on <b>9 June 2019</b>
Shortlisting	Takes place between <b>10 and 21 June 2019</b>
Interviews	Take place between <b>24 June and 5 July 2019</b>

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.

### Additional Support

As a disability confident employer, we welcome applications from people with disabilities and as an inclusive employer we recognise the importance and benefits of having an inclusive and diverse workforce. To ensure we can offer the best possible support for applicants, we will pro-actively make reasonable adjustments within the recruitment and selection process for disabled people.

The range of reasonable adjustments that can be accommodated throughout the selection process include (but is not exhaustive):

- Alternative formats for job applications
- More detailed/pictorial instructions for interview
- Support from an appropriate person at the interview
- Additional time to complete applications (and or tests) where appropriate.
- Adjustments to interview venue/accommodation
- Adjustments to method of testing
- Adjustments to interview questions e.g. receiving questions in advance

Please contact Peter Brockman, Senior Resources and Development Officer, Organisational Workforce Development Team on Tel: 03000 268 547 or via email ([peter.brockman@durham.gov.uk](mailto:peter.brockman@durham.gov.uk)) to discuss any reasonable adjustments in more detail. This will ensure you get the appropriate support during the recruitment and selection process.

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In addition to reasonable adjustments, the council also provide a 'guaranteed interview scheme' which allows people with disabilities to be shortlisted where they demonstrate they can meet the essential criteria of the role.

### **What happens if I am unsuccessful?**

If you have been unsuccessful with your application to a role at Durham County Council, we would like to support you as much as possible with reviewing your options. Therefore;

- If you are unemployed and between 18-24 live in County Durham and would like support with education or training, please e-mail: [durhamworks@durham.gov.uk](mailto:durhamworks@durham.gov.uk) or telephone: 0300 026 2930 for further information, support, advice and guidance.
- If you are 19 years of age and older you can also access support, information, advice and guidance or access accredited qualifications on a formal or flexible basis through our Adult Learning and Skills Service (ALSS). For more information or to speak to one of our engagement team, please contact us by emailing [alss@durham.gov.uk](mailto:alss@durham.gov.uk) or telephone: [03000 266 115](tel:03000266115).

There are no restrictions, in terms of accessing this services, and we would treat each enquiry on an individual basis.

We look forward to hearing from you.

## **Overview of the service areas offering apprenticeships:**

### **Adult & Health Services - County Durham Care & Support, in-house provider services across County Durham**

Following a care assessment from a Social Worker / Care Coordinator, a care plan will identify the persons needs. CDC&S develops a person-centered care and support plan that will meet / deliver the identified needs. CDC&S is generally perceived a provider of high dependency Care and Support for people aged 16 upwards.

- Extra Care – Extra Care offers older people with eligible care and support needs an alternative to moving into a care home. Services are delivered based on a home care arrangement helping people to live independently as possible. People have their own flat in specially designed housing complex with 24-hour care and support on site. There are 7 locations throughout Durham.
- Shared Lives – The scheme is generally available to people with a learning disability who have been assessed as needing short breaks, long term placements or emergency support. Care takes place in the family home of a shared lives provider. Shared lives provide a safe and secure home that supports a person's rights and independence, whilst encouraging learning and development of skills. There are over 40 providers across the County.
- Pathways – A specialist service meeting complex care needs. The service provides a safe, stable and enjoyable environment that enables people to challenge perception and to flourish. There are 5 Pathways Hubs across the county, 3 hubs are based in leisure centres and 2 in purpose-built venues. All hubs have a bright, warm and welcoming atmosphere. Each hub has state of the art equipment and resources, including interactive Magic Carpets, regularly up-dated education programmes, sensory activities and a wide range of activities and events taking place regularly.
- Hawthorn House – Provides respite to people with a learning disability, in a specially designed building 24 hours per day, 7 days per week. People can come in for a day or a longer period, the service supports emergency places and works very closely with families to ensure stays are truly personal.
- Support and Recovery – S&R is a service that works with people who have a mental health issue to help them recover and lead the kind of life they want. The service works with people to find out what they want from support and what goals they want to achieve. When goals have been realised, S&R will help support people to move on from the service by reviewing their achievements and encouraging them to keep up with all the activities and coping strategies they have been doing to help them recover.

## **Children's and Young Peoples Service – Progression & Learning**

The Progression Team supports young people to progress into sustained education, employment or training to enable them to achieve their full potential. Our service incorporates a number of distinct strands, as follows:

- Providing Information, Advice, Guidance and Support to young people who are NEET (Not in Education, Employment or Training) through qualified Progression Advisors and Progression Workers;
- Supporting young people in identified vulnerable groups, including young people who have Special Educational Needs and Disabilities, young people who are Looked After / Care Leavers, young people who are supervised by the Youth Offending Service, young parents, and young people who are Electively Home Educated;
- Collating and producing Participation in Learning Management Information;
- Delivering work related learning activities in schools on a traded service model to enable young people to develop a greater understanding of the world of work, as well as the skills and attributes that employers value.

## **Children's and Young Peoples Service – School & Governor Support Service**

- School and Governor Supports Service provides an independent, high quality, professional clerking and administrative service to maintained schools, Academies and Multi-Academy Trusts.
- The Administration Teams support includes: photocopying, filing, scanning, postal duties and the production of agendas and other documentation in relation to Governing Body meetings and leadership appointments; maintenance of our Governing Body database is a key function of the role.

## **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 – Digital & Customer Services**

- To work with Members, Service Groupings, Residents, Partners, Learners and other interested parties to develop or implement ICT solutions to help meet their objectives.
- To provide a secure, stable and robust environment which enables Durham County Council to utilise existing hardware and software applications as effectively and efficiently as is practical.
- To identify new ICT opportunities and provide technical expertise to enable Durham County Council to deliver services in a new way, whilst improving efficiency, reducing operational costs or increase income.

## **Resources – Occupational Health & Safety**

### **Health & Safety**

- Provide proportionate, cost effective and risk based solutions in order to prevent injury and ill health to those at work and those affected by the Councils work activities.
- Provide support and guidance to enable collective and individual legal obligations to be met in order to ensure health, safety and wellbeing of employees.

### **Occupational Health**

- Independent advisory service that offers employees and managers advice and guidance on matters relating to the effects of health on work and work on health. Ensuring statutory obligations are met in relation to health screening, testing and other employment related matters.
- Aim is to contribute to a healthy workplace and workforce by working collaboratively with employers, employees and other relevant parties.

## **Regeneration and Local Services – Culture & Sport**

Culture & Sport - Responsible for Localities; Improvement & Development; Growing & Learning; Wellbeing; and Place and Experience.

- The aim of the service is to contribute towards a healthier, wealthier and safer County Durham and make a positive contribution within communities by encouraging them to become more physically active (enjoying sport and leisure activities) and strengthening our cultural and tourism offer across the County by using the county's unique heritage, assets and collections to promote recreational and community activities.
- Culture, Sport and Tourism delivers a high volume of front line services to a diverse range of residents, workers and visitors to County Durham.
- Our mission as a Culture, Sport and Tourism service is to provide an offer which enhances the quality of life and wellbeing of the community and visitors to the County.

## **Regeneration and Local Services – Environment, Health & Consumer Protection**

- The Council's Environment, Health and Consumer Protection (EHCP) service provides essential services to County Durham's residents, traders and visitors to protect their health, safety and environment including the air they breathe, the food they eat, the goods they buy, their safety in the workplace and their homes.
- They also offer advice and support for local businesses that are key to the local economy and promote a safe, fair and equitable environment by dealing effectively with crime, disorder and rogues who often take advantage of our most vulnerable people.

EHCP focus on the issues that are important locally and continue to build on existing good practice as well as identifying new areas of excellence and innovation so that we can deliver better regulatory outcomes to meet the needs and priorities of our local people and communities

## **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.

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- 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) – 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 Services (ReaL) – Planning and Assets (Planning Development)**

- The Planning Development Service provides services which are primarily statutory based, those of Building Control and Development Management.
- The service sits, alongside planning policy and the specialist services within the Planning Services Team, which itself is part of the wider Regeneration and Local Services (ReaL) Service Group.
- The service operates on a locality basis, with 3 area teams serving different geographical areas of the County. A Strategic Development Team is also provided to ensure specialist attention is given to key major projects around the County.



## **Regeneration and Local Services (ReaL) – Parks and Countryside (Clean & Green)**

County Durham has some of the most beautiful countryside and coastal landscapes in Britain. It is home to a huge variety of plants and animals, and the area has a fascinating historical and geological heritage

- The Countryside team look after our country parks, nature reserves, picnic areas and railway paths and make sure our sites are safe and well-maintained by carrying out surfacing, drainage and vegetation management.
- The team work effortlessly to constantly develop sites to meet the needs of users and wildlife, look after the county's wildlife and biodiversity, work with volunteers and community groups and promote the countryside through events and guided walks and environmental education sessions
- A Guided walks programme is also available
- Creative walks – developing your photography skills, art and writing skills using the countryside as inspiration.
- Community conservation - taster sessions where everyone can take part in simple conservation tasks and make a difference to their local countryside.

## **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.