

**Durham County Council**

**Apprenticeship Information Pack**







**What is an apprenticeship?**

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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?**

We currently have several Business Administration vacancies for our new Business Services team whom provide support to teams across the Council.

Later in this information pack we provide you with an overview about what each team does. If you are successful for an interview, we will ask you if you have a preference over which team you are based in. More general information about the Councils and the work we do is available on the Councils website [www.durham.gov.uk](http://www.durham.gov.uk)

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 February 2020 start:

| Service Area | Apprenticeship | Length of Apprenticeship | Location | Training | Training Provider |
| --- | --- | --- | --- | --- | --- |
| Planning Development – Building Control | **1 x Apprentice (Business Administration)** | 2 years | County Hall, Durham | Business Administration Level 2 or 3 | Durham County Council Adult Learning and Skills Service |
| Transport – Sustainable travel | **2 x Apprentice (Business Administration)** | 2 years | County Hall, Durham | Business Administration Level 2 or 3 | Durham County Council Adult Learning and Skills Service |
| Transport – Parking Services | **1 x Apprentice (Business Administration)** | 2 years | County Hall, Durham | Business Administration Level 2 or 3 | Durham County Council Adult Learning and Skills Service |
| Economic Regeneration | **1 x Apprentice (Business Administration)** | 2 years | Green Lane Council Offices Spennymoor | Business Administration Level 2 or 3 | Durham County Council Adult Learning and Skills Service |
| Regeneration and Local Services – Support Services | **1 x Apprentice (Business Administration)** | 2 years | Meadowfield Depot | Business Administration Level 2 or 3 | Durham County Council Adult Learning and Skills Service |

**What are the different levels of apprenticeship on offer?**

Our internal training provider will enrol you onto the most suitable level of course depending upon your existing qualifications and experience, either;

* Intermediate level (Level 2) – equivalent to five GCSE passes
* Advanced level (Level 3) – equivalent to two A level passes

**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)

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=orghome&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 9 February 2020 |
| Shortlisting | Takes place the week following the closing date |
| Interviews | Take place a week after shortlisting is completed |

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.

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). From 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:03000%20266%20115).

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 area:**

**Business Services & Transformation**

The Business Services team was created in 2019 to provide an efficient and effective business and administration support service across the whole of Durham County Council.

With over 700 employees, we have colleagues based in teams across the whole of County Durham including from offices at Seaham, over to Crook, up to Consett and down to Barnard Castle.

As a new team, we are continuing to shape and change to support the Councils’ needs, our apprentices are an important part of this and our desire to improve the services we provide to our customers and the public of County Durham.

We currently have Business Administration apprentice vacancies located at;

***Planning – Building Control (Durham)*** – providing general administrative support to a busy team of Building Control Officers whom provide services to ensure the safe construction and condition of all types of buildings. BC check that new building work within the County meets the standards contained in the Building Regulations. These are national standards which apply to all types of buildings, from major new developments to an extension to your home.

***Transport – Sustainable Travel (Durham)*** - the team are responsible for the Councils engagement in public transport and sustainable transport and is the corporate specialist provider of integrated passenger transport services for Children & Adult Services, Health and other partners. The group includes three sections: Transport Operations, Network Planning & Business Support and Travel Planning & Information.

***Transport – Parking Services (Durham)*** - The Parking and Transport Infrastructure Team is divided into ‘Parking Services’, who are primarily responsible for the management of civil parking enforcement, Durham Park and Ride, Durham City Road User Charge and bus lane enforcement, and ‘Transport Infrastructure’ who are primarily responsible for the County’s bus stations, the maintenance of parking signs and lines and the installation and maintenance of electric vehicle charging infrastructure.

***Community Economic Development (Spennymoor)*** - our professional Community Economic Development team support growth and development across the County’s Towns and Villages including retail business support. The compact team of eight professionals are managed by Wendy Benson, CED Manager, based at the Council Offices in Spennymoor. The apprentice will have the opportunity to support the team in a wide range of areas, from general administration, to dealing with queries, undertaking research, working with databases and IT, to arranging appointments and helping to support events.

***Support Services (Meadowfield)*** – the team provides support to several operational teams based at Meadowfield Depot; Highway Services, Building & Facilities Management and Fleet Services. The apprentice will have the opportunity to support the teams in a wide range of areas, from general administration duties, assisting with mobile ‘phones, processing orders, assisting in the processing of timesheets, working with databases and ICT and answering queries via telephone and e-mail

**Our Transformation Programme**

Our Vision for the future is simple but very ambitious. Our Vision is based upon achieving four distinct objectives;

● redesigned our services to better meet customers’ needs at reduced cost to the Council.

● helped communities become more self-reliant and resilient

● moved our partnership working from good to great

● become renowned for our skilled and flexible workforce and our employee engagement.

In order to achieve this we have launched our “Inspire” Transformation programmes and projects to drive significant change and innovation through the Council, to help us provide the very best outcomes with the resources available. The programme is based on three interlinking themes:

*Inspiring Change* is about looking at how we work as a single organisation for the benefit of the people of County Durham. To do this we will adopt a ‘One Council’ approach, looking at how to get the best out of digital technology, work smarter on the front line and de-clutter our business processes.

*Inspiring People:* To transform our services, we must change the way that we work. This means not only changing our systems, services and processes but also our behaviours, values and attitudes. This change in mind-set is needed throughout our council to make the transformation happen in practice.

*Inspiring Places* are flexible working spaces that are paper-lite and clutter free.

* **Priority zones:**areas where teams are based while having the flexibility to use equipment, desks etc across other sites.
* **Shared desks:** these will have easy laptop plug-in monitors, a keyboard and mouse.
* **Touchdown areas/hot desk areas:**standing and seating areas for short stays.
* **Break out spaces:** unbookableareas where you can have informal meetings, take confidential phone calls, find a quiet space for writing or reading reports.
* **Meeting rooms:**various sized rooms for discussions that require a discrete space. All meeting rooms will be bookable.
* **Centralised facilities:**facilities such as photocopier/printers (MFDs)