Durham County Council

Apprenticeship Information Pack



January 2021

What is an apprenticeship?



Apprenticeships are an excellent option for all ages. An apprenticeship is an exciting job opportunity 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 services to all parts of the county to meet the needs of our residents and help everyone in County Durham. The services we provide are wide ranging. The council offers a variety of job opportunities and apprenticeships are also available in areas including accounting, gardening/horticulture, civil engineering 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

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We are pleased to be offering the following apprenticeship for a March 2021 start. Further information on the job role can be found in the job description. Click on the links in the table below to find out more about the formal training you will be undertaking during the apprenticeship:

Service	Apprenticeship	Length of Apprenticeship	Location	Training	Training Provider
Resources – Occupational Health & Safety	**1 x Apprentice (Business Administrator) Health & Safety**	2 years	County Hall, Durham	Business Administrator Level 3	TBC

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:

- £4.15 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 £6.45 per hour
- 21 to 24 year old £8.20 per hour
- 25+ years £8.72 per hour
  (Rates effective from 1 April 2020)

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.

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;
- Local Government Pension Scheme (LGPS);
- A range of flexible working options, some depending on job role;
- Maternity, adoption, paternity, compassionate and bereavement leave;
- Occupational sickness pay;
- Health and wellbeing including Occupational Health, physiotherapy and Employee Assistance Programme;
- Discounted access to membership for the council's leisure facilities;
- Car Leasing Salary Sacrifice Scheme;
- Cycle to Work Scheme;
- Travel Loan Scheme;
- Opportunity to buy additional annual leave;
- Discounts on a range of products and services.

How do I apply?

If you are not already registered you will need to register with the 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.

Hints and tips for a successful application:

Be yourself

- What is it about you that will make your application stand out? Make sure to include relevant skills, knowledge and experience.

Do your research

- Ensure that you are familiar with Durham County Council, it's values and the services it delivers. Having a sound knowledge of the role played by the council and the information from the job description will help make your application stand out and allows you to discover what it is that really interests you about becoming an apprentice with the council.

Include examples from your work experience, outside interests and/or volunteering

- We are interested to know what you are involved in and motivated by. Try and use a range of examples from your work experience and any extra-curricular activities to demonstrate how you are the best person for the role. If you have little or no previous work experience don't be put off, tell us what you understand about the role and give examples from your personal life experience and interests.

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Make it easy to get yourself shortlisted

- Structure your application in a logical way around the criteria asked for in the person specification. Remember you will need to demonstrate to us how you meet the criteria asked for in the person specification. Don't just say 'I can do that', tell us how you have demonstrated it through work, experience, outside interests or volunteering.

- Remember to check your spelling and grammar!

Key dates

Applications	Online applications close on **01.02.21**

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

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

The impact of coronavirus means that the recruitment process for apprenticeship posts will be a little different this year, with interviews, enrolment, and induction carried out on-line, but all applicants will be supported throughout the whole process.

What will happen if I am offered an apprenticeship?

You will be required to have some pre-employment checks e.g. references, qualification certificates and we will also need confirmation from the training provider that you meet the requirements to undertake the training element of the apprenticeship before your employment is confirmed.

Additional support

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As a disability confident leader, 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 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 provides a ‘guaranteed interview scheme’ which allows people with disabilities to be shortlisted where they demonstrate they can meet the essential criteria of the role.

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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 between 16-24 years of age, live in County Durham and would like help with any future apprenticeship applications, tailored one to one advice, careers guidance and support with your options and access to potential funding and job vacancies please find out more about DurhamWorks at https://durhamworks.info/ send us an e-mail at: durhamworks@durham.gov.uk or telephone: 0300 026 2930.

- 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 the council's 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 or telephone: 03000 266 115

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

We look forward to hearing from you.

COVID-19 update

We are carrying out risk assessments of our premises and work-related activities during the COVID-19 pandemic in accordance with Government and Public Health England guidance to ensure our existing staff and new recruits can all work safely. Constant reviews will be undertaken to ensure compliance with current guidance. Overarching risk assessments for our workplaces and our activities and people can be viewed via the following link

Core values and behaviours

Our values describe how we work and the organisation we want to be, by demonstrating the core behaviours we embed each of the four values in our work to provide the best possible service to our communities and create a great place to work.

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One Council: Core values and behaviours

I will...		I won't...
✓ Contribute to Council, service and team objectives ✓ Try to find solutions to problems and issues ✓ Make the best use of council resources ✓ Share information and work effectively with others to get things done ✓ Help people to access council services in different ways ✓ Be flexible and use my skills to help and support others	**O** Outcome Focused We work together to achieve the best for people	✗ Speak about the Council, my colleagues, partners or the public in a negative way ✗ Focus on problems instead of solutions ✗ Blame others when things go wrong ✗ Leave people to deal with difficult situations when they need help
✓ Provide a customer focused service to people both internal and external ✓ Respect and value differences ✓ Achieve results within agreed timescales and keep people updated on progress ✓ Actively listen so I understand people's needs ✓ Communicate clearly and appropriately with others ✓ Care about my own and others health, safety and wellbeing ✓ Protect the confidentiality and security of information	**P** People Focused We put people and communities at the heart of everything we do and value our employees	✗ Make decisions or act without considering the needs of others ✗ Act in a way that puts others health, safety and wellbeing at risk ✗ Ignore, exclude or treat people unfairly ✗ Avoid ownership by passing people around the Council or by not responding enquiries
✓ Take ownership and be accountable for my own actions and performance ✓ Seek opportunities to learn and develop ✓ Share my skills and knowledge with others ✓ Act on feedback and learn from mistakes ✓ Challenge inappropriate behaviour and attitudes ✓ Show appreciation and give praise and recognition to others ✓ Influence others through my positive behaviours	**E** Empowering We value, trust and support each other	✗ Ignore the impact my actions or behaviour has on others ✗ Forget to say thank you to others for their contribution ✗ Be reluctant to learn new things ✗ Ignore feedback and keep on making the same mistakes
✓ Identify better and more effective ways to deliver services ✓ Be prepared to take on new challenges ✓ Adapt smarter working practices and new ways of working ✓ Think creatively and share ideas for improvement ✓ Be open to change	**N** iNnovative We embrace change and look for better ways to deliver services	✗ Discourage ideas and suggestions for new ways of doing things ✗ Say 'this is the way we have always done it' ✗ Change things without thinking it through ✗ Be unwilling to do things differently