**Why Nexus?**

Metro and the wider public transport network are the life blood of North East England. Nexus and the people who work for us are the heart of that network, keeping millions of customers on the move. We make sure our customers are at the heart of everything we do, and we employ c.1000 employees to ensure they all have a great experience, no matter where their final destination.

**The role – Train Planning, Performance and Resource Apprentice**

Exciting times at Nexus mean we are recruiting for a Train Planning, Performance and Resources Apprentice to join the team in the Metro Operations directorate at Nexus.

You will spend time engaging and developing skills within these three departments. During your apprenticeship you will learn how to develop timetables for the Metro system that are focused on improving the customer journey experience by operating efficiently and offering better journey times. You will also learn how to plan the use of trains across the network and resource the service provision accordingly in line with relevant agreements, policies and processes. This ensures the safe operation of the Metro system.

The knowledge and experience you will gain within Planning and Resource will allow you to understand how this links in with Metro performance. This aspect of the role involves reviewing the performance of the Metro system through the analysis of large amounts of data, gain insight into any trends forming and identify opportunities for improvement.

This 18-month apprenticeship will involve the successful candidate studying for a NVQ Level 3 qualification in Business Administration (precise details to be confirmed), whilst providing invaluable exposure and practical hands-on experience of train planning, performance and resource allocation within a busy demanding railway operations environment.

**The person**

Through a combination of study and valuable on-the-job experience working in a ‘live’ Metro Operations environment, the successful candidate will undertake train planning activities, performance analysis and identify improvement opportunities as well as being hands on in ensuring the Metro service is resourced accordingly.

Working across multiple teams, you will be a team player, providing support to the team and contributing towards the success of the department.

You will hold a minimum of 5 GCSEs (or equivalent) graded between 4 and 9 (equivalent to previous grades A\*-C), including English and Maths. You will also have an awareness of Microsoft Excel and will be expected to actively engage in a learning and development programme to enhance your skills, knowledge and experience in train planning and performance analysis at Nexus.

Good attention to detail is also required, together with good communication skills, ability to meet tight timescales, organisational skills and experience of using Microsoft Office.

**A great learning opportunity**

The apprenticeship programme is a formal training programme undertaken whilst employed by Nexus. You will follow either an Apprenticeship Standard or an Apprenticeship Framework where you will learn the set of skills, knowledge, aptitudes, and the qualifications you need to do a particular job.

Apprentices will:

* be employed by Nexus
* earn a wage not less than the minimum wage for an apprentice
* follow a structured training programme
* receive both on and off the job training
* develop their skills to ensure they can do the job well

As an apprentice, you will undertake your programme during your normal work time. Nexus will release you to study as part of your paid time at work. You will also be expected to continue your studies outside of work.

Although the programme can be demanding, it is also extremely rewarding and career progression for apprentices is excellent. Over 90% of our apprentices move into a higher apprenticeship or full employment on completion.

**How much will my apprenticeship training cost?**

Nexus will meet all of your Apprenticeship training costs.

The apprenticeship programme is a formal training programme that is undertaken with employment. You will follow either an Apprenticeship Standard or an Apprenticeship Framework. These set of the skills, knowledge, aptitudes, and in some cases the qualifications you need to do a particular job.

Apprentices will:

* be employed within the Council or a local business we work with
* earn a wage not less than the minimum wage for an apprentice / my age
* follow a structured training programme
* receive both on and off the job training
* develop their skills to ensure they can do the job well

As an apprentice, you’ll undertake your programme during your normal work time. Your employer will be expected to release you to study at least one day a week in our training centre as part of your paid time at work.

Although the programme can be demanding, it is also extremely rewarding and career progression for apprentices is excellent. Over 90% of our  apprentices move into a higher apprenticeship or full employment on completion. **How to apply**

Apply online at [www.northeastjobs.org.uk](http://www.northeastjobs.org.uk)

Download an information pack from nexus.org.uk or email recruitment@nexus.org.uk

**Other information**

Nexus is doing everything it can to review and respond to how we approach our selection and induction processes during the Covid-19 pandemic.

At Nexus, the safety of our employees is the first thing we consider every day and we are being as flexible as we can to make the recruitment process as safe and as smooth as possible.

The spread of Coronavirus presents new challenges in making sure our workforce is protected, while we continue to provide safe public transport for our passengers.

We follow closely the advice from Public Health England and update our risk assessments regularly in line with the evolving detailed Government guidance to keep our employees safe.

Nexus work within a suite of policies, which will be available to you when successful in a position.

