

# Apprentice Information Pack for Applicants



We are **Proud**, **Fair** and **Ambitious**. We are **Newcastle**.

## **About Newcastle City Council**

Newcastle is a great city – great staff doing great things for a great city  
We are Proud, Fair and Ambitious – We are Newcastle

Working for the City Council in Newcastle isn't like any other job. Everything we do has an impact on the people that live in our City so our commitment, diligence and energy have to be second to none.

Many people are surprised at the variety of roles that the Council offer. It's certainly more than most expect and the breadth of talent that we employ and require is quite remarkable.

We currently employ over 5,000 staff in a range of services from gardeners to market managers, road menders to architects. They're supported by equally varied staff ranging from accountants to solicitors, administrators to press officers.

As a council and as a city we have high aspirations including delivering the vision of a vibrant, inclusive, safe, sustainable and modern European city. At the same time we need to deliver ambitious change to keep to our financial targets.

Our people are the key to delivering successful outcomes for our customers and citizens, which is the focus of our work. We are driving organisational performance, transforming the way we work together. You can find out more about our Vision and Values, in our Council Plan.

## **What can you expect from Newcastle City Council?**

- A workplace induction to help you understand your role and the Council
- A manager and team, willing to share their experience and support your development
- Employment on a fixed term contract with holiday entitlement
- A structured work programme
- A workplace mentor
- Fully funded apprenticeship training to complete a recognised qualification
- A range of benefits including generous holiday entitlement, local government pension and staff travel scheme.

## **What is an apprenticeship?**

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.

Apprenticeships are an excellent option for anyone looking to start or change their career and are open to anyone aged 16 and above.

## **What are the different levels of apprenticeship?**

There are a range of apprenticeships at different levels including:

Intermediate (Level 2) – Equivalent to 5 GCSE passes

Advanced (Level 3) – Equivalent to two A level passes

Higher (Level 4 and 5) – Higher National Certificate, Higher National Diploma or Foundation Degree

Degree (Level 6 and 7) – Equivalent to bachelor's or master's degree

## **Next Steps**

### **The application form**

The application form is your opportunity to tell us about your skills, experiences, and qualities. Here's some tips to help you complete your application:

- Read the advert, job description and person specification carefully before you apply
- Proof-read your application or ask someone else to proof-read it before you submit it
- Make sure you include two references from either previous employment or educational establishment e.g. a teacher
- Take time on your supporting statement. This is where you can tell us about your skills, knowledge, and experience and why you want to take part in the apprenticeship.

### **Your Supporting Statement**

- Read the Person Specification carefully and talk about how you meet the points listed in the essential criteria.
- Use each bullet point from the Person Specification's essential criteria as a heading, to make sure you cover each point where you can. You can still include additional information, but make sure to keep it relevant to the apprenticeship you're applying for.

- For each heading, try to include an example where you can, which demonstrates how you meet the criteria. This can be an example from work, school, a hobby, or volunteering.

## **STAR Approach**

The STAR approach is a great way to write your examples to make sure they are clear and concise.

### **ST – Situation or Task**

Set the scene – Describe the situation that you were confronted with or the task that needed to be accomplished.

### **A – Action**

What did you do? Explain what you did, how you did it and why you did it. This is the most important section of the STAR approach as this is where you can demonstrate and highlight your skills and personal attributes.

### **R – Result**

What was the outcome of your actions? What did you achieve, and did you meet your objectives? Explain what happened and what you accomplished.

## **Support with your application**

If you think you might need some help to complete your application, Newcastle Futures could support you. If you would like to discuss the application and how they could support you, please contact [skillshub@newcastlefutures.co.uk](mailto:skillshub@newcastlefutures.co.uk) or call 0191 230 2970 and someone from the team will be able to guide you through the process.

## **If your application is successful**

If your application is successful, you will be invited for interview. This invite will be sent to the email address registered on your Northeast Jobs account. This email will be sent by [jobs@newcastle.gov.uk](mailto:jobs@newcastle.gov.uk). Make sure to check your emails regularly.

The date, time and location of the interview will be included. You will be asked to confirm if you are able to attend the interview. Please remember to confirm your attendance or contact as soon as possible if you are unable to attend.

Please remember to bring with you any required documentation detailed in your invite letter e.g. ID and qualification certificates.

## **Tips for successful interviews**

In the interview you may be asked questions based on your application and the Person Specification of the role, so look over these to remind yourself.

**Do your research** – find out what you can about Newcastle City Council

**Read the Job Description and Person Specification** – this will help you think about what type of questions you might be asked and as well has develop a good understand of the role you're applying for

**Arrive on time** – plan your journey ahead of time to ensure you arrive on time for your interview.

**Practice** – think about what question you may be asked and practice your answers for them. Do this with a friend or family member if that helps. Try to think of examples to include in your answer and use the STAR Approach.

**Take your time** – take time to think about your answer. It's Ok to ask the interviewer to repeat the question if you need them to.

## **Additional Support & Reasonable Adjustments**

We are a Disability Confident Employer

If you require any reasonable adjustments at the application or selection stage, please contact [jobs@newcastle.gov.uk](mailto:jobs@newcastle.gov.uk)

The range of reasonable adjustments that can be accommodated throughout the selection process can include but is not limited to:

- We can provide job details and accept job applications in alternative formats, Braille, audio, and large print.
- We guarantee to interview job applicants with a disability who meet the essential criteria for a post as detailed on the person specification.
- We can make arrangements for the use of signers/interpreters if required to assist in the selection process for jobs and discuss workplace adaptations for people with a disability at the time of job offer.

## **What will happen if I am offered an apprenticeship**

If you have been successful, you will be contacted by the hiring manager. Before a start date can be agreed, you will be required to undergo pre-employment checks which will be requested by our Employee Services Team, the checks will include, confirming your eligibility to work in the UK, satisfactory references, Medical Clearance (if required for the post) and a criminal record declaration to be completed. You will be issued a conditional offer letter that will outline the above requirements. Reference requests will be sent via email to the two references you provided on your application form, this email will be sent by [jobs@newcastle.gov.uk](mailto:jobs@newcastle.gov.uk)

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.

Once these checks have been made, we will be able to confirm your start date with you. When you start with the Council you will undertake a full induction .