



## **North Tyneside Council has apprenticeship opportunities starting in August/September 2017.**

Apprenticeships are available in:

- Business Administration (across a range of teams)
- Catering
- Cleaning and Environmental Services
- Property Maintenance
- Human Resources
- Warehousing
- Building Technician
- Legal Services

### **What can you expect from us?**

- Have a contract with us for at least 12 months
- Learn in a real work environment
- Be supported by a mentor and team
- Regular reviews of your progress
- The national minimum apprenticeship wage of £3.40 per hour in the first year; this increases in your second year when you are 19 or over
- A travel pass around North Tyneside
- Participate in a four-day residential at High Borrans in the Lake District
- Study with a training provider or college towards an agreed apprenticeship framework or standard at either level 2 or level 3.\*

\*This is a compulsory part of an apprenticeship. It will involve studying for Maths, English and ICT at level 2 if not already held. This classroom based learning continues throughout your apprenticeship until passed.

### **What do we expect from you**

- Appropriate behaviour in a professional workplace
- Attendance at the classroom based sessions.
- Commitment to learning
- Enthusiasm and motivation
- A 'can do' attitude
- Reliability and punctuality
- Respect for and tolerance of work colleagues and the public.





## The Application Process

### Where to apply?

All of our apprenticeship vacancies are advertised on [www.northeastjobs.org.uk](http://www.northeastjobs.org.uk)  
Or you can find out more by contacting Tina Adams on (0191) 643 4326 or email [tina.adams@northtyneside.gov.uk](mailto:tina.adams@northtyneside.gov.uk)

### Your application

#### Do

- Follow the instructions provided
- Take note of the closing date, we may not be able to accept late applications
- Apply online via [www.northeastjobs.org.uk](http://www.northeastjobs.org.uk)
- Make sure your contact details are correct, especially mobile numbers and email addresses.

#### Don't

- Send a CV
- Use an unsuitable email address and nothing that could be offensive
- Rush your application. Give yourself enough time to think and prepare answers in each section.
- Forget to sell yourself.

### Take your time – don't rush

When you've found an apprenticeship opportunity you are interested in:

- **Read the advert, job description & person specification carefully**

This will give you information on the tasks and learning you will undertake as part of the apprenticeship. The person specification will state the essential knowledge, qualifications and skills you will need to be considered for the apprenticeship. What you say about yourself will be matched up against the criteria for the role and this is how we decide who to shortlist for interview.

- **Show your enthusiasm for the apprenticeship**

We don't expect you to have lots of work experience and skills, but we do want to see your enthusiasm and your potential to achieve. You can show this in your application by telling us about your achievements so far and how you think they matter to the apprenticeship.



- **Proof read**

Always read through and check your application before sending. Get somebody else to check over it for any mistakes or missing information.

- **Sell yourself**

The personal statement section of the application is the most important. Successful applications come from those who've given examples of how their personal attributes match those in the job description and person specification. Don't worry if you think you're inexperienced. You can say how keen you are to learn and work hard given the chance.

Most apprenticeships ask for certain key skills; **communication, team work, literacy and numeracy**. North Tyneside Council Apprenticeships are the same. Other qualities are equally important e.g. **flexibility, motivation, enthusiasm** and a **'can do' approach**. Think about yourself in school, on work experience, at home and your outside interests and to give examples of these qualities.

<p><b>You say:</b> I've done.....</p> <p>Give some examples of the skills and qualities this shows.</p> <p>e.g. 'As a keen member of a local football team, it is important that we communicate constantly when on the pitch to make sure everyone can work together to win the game. I have been praised by the team captain for the way that I communicate on the pitch, saying that I am calm, motivational and fair'.</p>	<p><b>You say:</b> I'm good at.....</p> <p>Give examples of what this could bring to the workplace</p> <p>e.g. 'I feel I have very good communication skills as a member of a local football team, I am calm and clear when talking and this will be helpful when communicating with customers.'</p>
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### **Why work for North Tyneside Council?**

Think about why you want to work for North Tyneside Council, show you've looked into what the council does and include this within your personal statement. **Stand out from the crowd.**



## Your references

North Tyneside Council will contact your referee if you are shortlisted for an interview. If you are then offered an apprenticeship you will be unable to start without a satisfactory reference, so consider the following points to help make references a quick and easy part of the process.

- **Who should act as your referee**

This should be somebody who knows you and can talk positively about your suitability for the apprenticeship. This is most likely to be a teacher or employer. You can give the name of another adult you know as long as it's not a family member.

- **Referee contact details**

Make sure you give us their full contact details including address, telephone and email. Check that these are up to date.

- **Inform your referee about the applications you have made**

Make sure you've got your referee's agreement for us to contact them and advise them of the applications you have made. This way they can be ready to reply promptly to any reference requests. If you're using a teacher as a referee make sure we can reach them from June onwards.

## Keep Track

- **Save copies of your applications**

Save copies of your application especially if you've applied for several apprenticeships. If you are invited to an interview, we are likely to refer to your application form and what you've said about yourself.

- **Check the post or email regularly**

If you have provided us with an email account we will contact you in this way, alternatively we may contact you via telephone (your mobile, if provided) or in writing. Please remember to check your messages regularly.

## Get some help

There are lots of people around you who can help with your applications. It's sensible to get advice from your Connexions Adviser at school or in sixth form. They



are experienced and trained in helping with job applications and can spend time helping you draft and develop your applications.

Family members, teachers, mentors, key workers and Job Centre advisers/coaches can also support you.

While it's a good idea to get help, make sure your application is your own. Don't expect somebody else to do it for you.



## The Interview

Congratulations, you've got an interview.

Getting through to this stage is a big achievement – well done! This means your application has impressed a manager and they want to meet you.

So, what's next.....?

### Prepare

- **Get refreshed ahead of the interview**

Read through the advert, the job description, person specification and your application so they're fresh in your mind.

- **How much do you know about the Council and what it does?**

Find out more about North Tyneside Council by looking at the website. If you know where the apprenticeship will be based and in which department then do a bit of research. Where a manager's name is given to help you find out more, consider ringing them to ask questions. Think about asking for a spell of work experience to get a better insight into the team you might be applying to work for.

### Plan your Journey

- **How are you going to get to your interview?**

Check which bus or metro you need to use and how long the journey will take. If somebody is driving you make sure they know the way and perhaps do a practice run before the interview date.

- **Always allow extra time**

Better to be early than late (but don't turn up too early!). Keep the manager's name and contact number in your phone in case of any delays.

### Choose your outfit

You don't need to wear expensive clothes but you should be clean, smart and tidy. When deciding on what you'll wear, think 'office' no matter what you are being interviewed for.



## Practice Interview

Everybody gets nervous in interviews.

- **Consider what type of questions you may be asked**

Trying out a few typical interview questions can help you feel more prepared. Think of some questions and work out how you would answer them. Writing notes can help.

- **Be positive**

Remember we only want you to do well and be able to tell us why you could be one of our apprentices and if you've thought about the interview you'll be able to answer the questions.

Smiling, looking the manager in the eye and being friendly and positive go a long way. Listen and answer as fully as you can by focusing on what you "can do" and "have done" rather than the opposite. Remember to think back to what you said in your application.

## Common Interview Questions

Questions	Points to make in your answer
Why would you like this apprenticeship?	<ul style="list-style-type: none"> <li>• Why you've chosen an apprenticeship instead of college, sixth form or a job.</li> <li>• Why you are keen to gain a qualification</li> <li>• Why you want to learn on the job</li> <li>• What attracts you to North Tyneside Council?</li> </ul>
What are your strengths/achievements?	<ul style="list-style-type: none"> <li>• Refer to things you've done which you are proud of</li> <li>• Show how these can be useful in the workplace</li> </ul>
Why is team work important? Can you give an example of a time when you have worked as a member of a team?	<ul style="list-style-type: none"> <li>• Explain how you think team work creates a better workplace</li> <li>• Describe what makes a good team player i.e. being helpful, sharing work, listening, being respectful.</li> </ul>
Explain how you would deal with a difficult customer?	<ul style="list-style-type: none"> <li>• How you would behave/ speak?</li> <li>• What you would do?</li> <li>• Who you would ask to help you?</li> </ul>
What interests you in	<ul style="list-style-type: none"> <li>• Has something or someone sparked off the</li> </ul>



business admin, catering or legal work?	<p>interest?</p> <ul style="list-style-type: none"> <li>• Show what you know about the job role</li> <li>• Talk about how it relates to past studies or work experience</li> </ul>
What would you do if you were given two free hours on your first day?	<ul style="list-style-type: none"> <li>• What could you do to get to know staff, the building and what happens day to day?</li> <li>• What you think the employer expects you to do?</li> </ul>
Can you give an example of when you have solved a problem?	<ul style="list-style-type: none"> <li>• Describe the problem.</li> <li>• What you did to solve it.</li> <li>• What you learnt?</li> <li>• Could you have done something better?</li> </ul>

### Prepare to ask questions

At the end of most interviews you'll be asked if you have any questions. Even if you're sighing with relief because the end of the interview is in sight, don't leave things here. This is a final chance to show your interest and enthusiasm.

Positive questions to ask:-

- What are the best things about working for North Tyneside Council?
- What has happened to previous apprentices?
- What qualifications will I be working towards?
- What training will I get on the job?
- When will I know the outcome of the interview?

### Useful websites

<http://my.northtyneside.gov.uk/category/119/skills-jobs-and-careers>

<https://www.northeastjobs.org.uk/>

<http://www.connexions-tw.co.uk/>

<https://www.gov.uk/further-education-skills/apprenticeships>

[http://www.local.gov.uk/web/guest/workforce/-/journal\\_content/56/10180/6502605/ARTICLE](http://www.local.gov.uk/web/guest/workforce/-/journal_content/56/10180/6502605/ARTICLE)