

Say 'YES' to an apprenticeship with North Tyneside Council

I want to
get paid while
I learn on
the job

I'm about
to leave
school or
college

I'd like an
apprenticeship to
help me get a job

www.northtyneside.gov.uk/apprenticeships

Become an apprentice at North Tyneside Council

We're looking for apprentices to join us this year, who will:

- ▶ Have a contract with us for at least 12 months
- ▶ Learn in a real work environment
- ▶ Study with a training provider or college towards an agreed apprenticeship framework or standard at either level 2 or level 3.*
- ▶ Be supported by a mentor and team
- ▶ Participate in a four-day residential at High Borran in the Lake District

*the Government is changing apprenticeships from this year and developments are ongoing around frameworks/standards, qualifications and which training provider will deliver them.

North Tyneside Council Apprenticeships are available in:

- ▶ Business Administration (there are opportunities in different teams)
- ▶ Catering
- ▶ Cleaning and Environmental Support Services
- ▶ Property Maintenance
- ▶ Human Resources
- ▶ Warehousing
- ▶ Building Technician
- ▶ Legal Services

You will need to attend off the job training to complete some parts of the apprenticeship, but the majority of your time will be spent in the workplace.

What will I be paid?

- ▶ In your first year you will earn £6,599 and this will increase in your second year when you're 19 or over. We will also provide you with a travel pass to get you around the borough for work and training.

What do we do?

North Tyneside Council is a 'public sector organisation'. That means we are funded by the public to deliver the services they use.

We currently have over 201,000 customers who live in North Tyneside and each one will use a mix of different services. Every day at work, the North Tyneside Council team deliver hundreds of different services and activities, including:

- ▶ Building and supporting schools and young people
- ▶ Managing sports centres and playgrounds
- ▶ Repairing roads and pavements
- ▶ Emptying bins and keeping the beaches clean
- ▶ Providing training linked to businesses
- ▶ Making sure older people have the help they need
- ▶ Organising events for visitors and residents

North Tyneside Council is one of the biggest employers in the borough and many of the people who work for us also live here.

As an apprentice, you will be working in an organisation with around 2,800 people – administrative workers, adult and children's social care staff, legal and financial experts – the list goes on!

You can take advantage of the wide range of different learning experiences in the workplace, as well as studying for qualifications to add to your CV to show the different skills you have.

Dan is an apprentice in Environment, Housing and Leisure

I was really interested in an apprenticeship with North Tyneside Council because it was a chance for me to learn practical skills and work with the public. I had been doing a level two in sport at college so this role was perfect for me.

The centres provide so many different services. I've not been in the role long and I've already got qualifications in lifeguarding, working with the public and even emergency first aid. I've worked at all the different centres and I get on really well with everyone I've worked with. I've built some great relationships with people of all ages and I'm really happy with that.

An apprenticeship really is a fantastic opportunity and I'd encourage anyone interested to just go for it. You get such a variety of practical experience working in all the different sections and it sets you up for work really well.



Dan Roddy,
Leisure Apprentice

Jordan was an apprentice in Corporate Strategy



I wanted to go into an apprenticeship with North Tyneside Council as it was a fantastic opportunity for me to get qualifications I can use while gaining real work experience. I didn't really know what I wanted to do after doing my A-levels at Queen Alexandra College and an apprenticeship seemed like the best way to go.

I was really nervous when I first started as working in an office was so different to anything I'd done before, but everyone was really welcoming and made me feel like part of the team.

Since I started my apprenticeship, I've gained so much confidence and I've even earned a permanent position with the council, where I get to be involved with such a variety of things, from writing press releases to going out and doing photography, so I'm delighted with how things have gone.

Jordan Foley,
Media and Communications Assistant

We're looking for apprentices to train in:

Catering

Catering Services - four posts, based at various locations across North Tyneside

North Tyneside's Catering Services operate in over 80 schools and establishments across the borough. Our focus is to provide freshly prepared, nutritious and wholesome meals in our schools. You will train as a commis chef (level 2) working along side our experienced unit managers / supervisors. As well as food preparation and cooking, you'll learn about food legislation and budgeting. There will be an opportunity to progress to level 3 and train as a senior chef which can lead to supervising your own small unit/team.

Cleaning and Environmental Support Services

Environment, Housing and Leisure – two posts, based on the Tyne Tunnel Trading Estate but working across North Tyneside.

This team makes sure our neighbourhoods are clean and attractive. You will work mainly outdoors in different parts of North Tyneside, experiencing a range of work including graffiti and fly posting removal, landscaping and waste removal.

Maintenance

Prevention, Early Intervention and Support Services
– one post, working across the Locality Teams

You will work across the service helping to maintain premises used by the four Locality Teams (Coast, Central, North West and South West). The work will include buildings maintenance and grounds maintenance work and you will contribute towards ensuring a safe and healthy environment is maintained for all staff and visitors to the Locality Teams.

Human Resources (HR)

Human Resources – one post, based at Quadrant

Human Resources (HR) supports the council to manage it's staff. This can involve dealing with issues such as employee contracts, recruitment, training, pay and conduct etc. As our apprentice you will gain a foundation in key areas of HR and help the team in applying processes and procedures as well as carrying out admin tasks, analysing data and report writing.

Warehousing/Logistics

Loan Equipment Service – one post, based on the Tyne Tunnel Trading Estate.

This service provides equipment to customers who are recovering from illness or adapting to a disability. It is a dynamic environment which responds rapidly to support hospital discharges. The equipment is returned when it is no longer required, recycled and reissued. You will work with a team in a warehouse environment with a busy reception area, issuing and receiving bulk deliveries of equipment.

Building Technician

Adaptations Team - one post based on the Tyne Tunnel Trading Estate

This service provides adaptations to customers who are recovering from illness or adapting to a disability. Some adaptations require designing using Autocad. You will be working both within a busy office and in customer's homes carrying out site surveys and inspection of completed adaptations.

Legal

Law and Governance – two posts, based at Quadrant.

Two apprenticeship opportunities are available within the council's Legal Services Team. One apprenticeship will be focused upon property/land law and the other upon safeguarding/family. You will receive training in law and legal practice and learn workplace skills within a busy local authority legal team. The level of apprenticeship and therefore its duration will depend upon your current level of qualifications and experience. The apprenticeships available range from a legal administration apprenticeship (18-21 months) right through to qualifying as a solicitor (6 years).

Business Administration

The work going on behind the scenes to deliver council services is broad and varied, therefore many of our opportunities are in administration. A business admin apprentice will do general office tasks such as answering the telephone, creating documents, sending emails and using IT systems. These are the teams looking to take on an admin apprentice this year.

Commissioning and Investment – based at Quadrant

This team works across education, health and social care to improve life for children, young people and adults. As an apprentice you will work closely with schools and other partner

organisations. You will experience a range of work and support different teams. This can include helping parents access childcare, provide advice to parents, support Looked After Children, run the school admissions process and more.

Prevention, Early Intervention and Support Services – based within the Locality Teams.

Our Locality Teams offer early help services to families who will benefit from additional support. You will be initially based at the centre in Shiremoor but will rotate across all 4 Locality Teams (Coast, Central, North West and South West) and support the work of other members of the teams. This admin role will include reception duties.

Information Governance – based at Quadrant.

The Information Governance team is part of the Council's Law and Governance Service. It deals with data protection, freedom of information, land charges, archives, and business support. You will be trained to help the team deliver a comprehensive service to the Law and Governance team by carrying out administrative tasks such as updating the information governance Intranet pages, opening files, answering the telephone, and using IT systems.

Registration Service – based at Maritime Chambers, North Shields

The Registration Team is part of the Council's Law and Governance Service. It provides a customer focused Registration Service including the registration of births, deaths, marriages and civil partnerships, the Tell Us Once service, the administration and delivery of civil ceremonies, the issue of certificates for legal and research purposes, the administration and provision of Citizenship ceremonies and the Nationality Checking Service.

Management Support team – based at Quadrant.

The Management Support Team works for the council's Health Education Care and Safeguarding Service. This team supports the senior management team to manage Adult and Childrens' social care services. You may be the first point of contact between service users, other professionals and the senior management team. The varied administration work you will undertake, alongside Senior Managers and other professionals, will be an exciting opportunity to develop your skills and knowledge of both adults and children's social care Management and Systems.

Adult Social Care, Gateway – based at Quadrant.

The Gateway team and the front door is the first point of contact for adults and children needing social care services. For example, an older person who needs help to get dressed in the morning, a young person who is homeless or a vulnerable adult or child being harmed by another person. The varied administration work you will undertake, alongside social workers and other professionals, will be an exciting opportunity to develop your skills and knowledge of both adults and children's social care.

