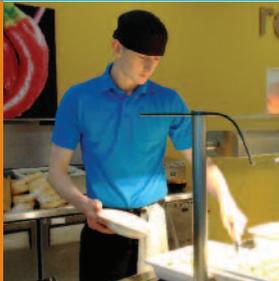


# APPRENTICESHIP Academy

Start your journey  
with North Tyneside Council



North Tyneside Council

# Welcome to North Tyneside Council's Apprenticeship Academy

We recognise that apprenticeships help us to find new talent, build skills in our workforce and increase diversity in the workplace.

Employing apprentices helps the council shape its workforce to develop the future skills we need to deliver our ambitious plans for the future.

We have created an environment in which our apprentices can flourish; through learning,

supporting and challenging each other and developing the flexibility and skills required to meet current and future job roles.

We offer pathways into a variety of careers from horticulture to business admin, catering to legal services, sport and leisure to housing, and more pathways are being developed all of the time.



# 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 18 months
- Learn in a real work environment
- Study with a training provider or college on an approved apprenticeship framework or standard.
- Be supported by a mentor and team
- Participate in a four-day residential at High Borrans in the Lake District from 14-18 October.

## North Tyneside Council apprenticeships are available in:

- Business administration (there are opportunities in different teams)
- Grounds maintenance
- Customer service
- Catering
- Human resources
- Waste operations
- Cleaning and environmental support services
- Construction

## What will I be paid?

You will be paid the national apprenticeship rate of pay in your first year, and the national minimum or living wage for your age group from year two onwards.

From April 2019, the apprenticeship hourly rate is £3.90 an hour. The current national minimum wage rates can be found at [www.gov.uk/national-minimum-wage-rates](http://www.gov.uk/national-minimum-wage-rates)



# What is an apprenticeship programme?

**An apprenticeship programme provides experience in the workplace with dedicated support and an opportunity to gain work related qualifications recognised by employers, all while receiving a salary and having your training paid for.**

## **Become an apprentice with us and you will:**

- Gain the skills and knowledge you need to succeed in your chosen career pathway. Apprenticeships are structured training programmes which give you a chance to work towards a qualification. 20 per cent of your working week will be spent on off the job learning (at college, study time etc.).
- Kick start your career and begin to earn a good salary much earlier on in your life.
- Learn in a real work environment - apprenticeships give you fantastic experience of the working world and show employers that you can 'hit the ground running'. Hands-on training gives you a real chance to put your skills into practice and helps you to gain more confidence in the world of work.
- Have continuous support throughout your apprenticeship through regular review meetings with your manager and tutor plus advice and guidance from a mentor who you'll work alongside during your time as an apprentice.
- Join other apprentices on a residential trip to High Borrans in the Lake District to develop your confidence, self-reliance and team working skills.
- Receive employability training at the end of your apprenticeship to help you secure employment.

## **How long is our apprenticeship programme?**

All of our apprentices are employed for at least 18 months.

The level and complexity of the apprenticeship you are on determines how long it lasts. For example, a level two apprenticeship in business administration would take between 12 and 18 months, whereas a level three in human resources would take longer. The apprenticeship programme will always be long enough to ensure that you complete the required workplace learning and qualification to prepare you for employment.



# Who is an apprenticeship for?

**Our apprenticeship programmes are open to a variety of individuals, from those who have limited or no work experience/qualifications, to those wanting to get back into work or develop further. The changes to apprenticeships mean that opportunities are now open to all ages from age 16 - there is no age limit.**

**Marcus Martin**



**Commis Chef Apprentice,  
Quadrant restaurant**

"I am an apprentice chef and currently work in the Quadrant restaurant and kitchen. I plan, prepare and cook meals which are served to council staff and visitors. When I started in 2017, I was based in school kitchens and I feel I have gained a vast range of catering experience and skills. The apprenticeship has been good for me because I've learned from professionals in a real working environment whilst gaining a level 2 qualification in Professional Cookery from Tynecoast College."

**Emily Lowther**



**Business Administration Apprentice,  
Children's Services**

"I work in Children's Services and currently training in Business Administration. My role involves checking records of children who are supported by North Tyneside Council. I enjoy all parts of the apprenticeship, particularly minute taking because it helps me to understand more about how our team supports vulnerable children and families. I would recommend an apprenticeship with North Tyneside Council if you prefer to learn 'on the job' and gain practical skills in a supportive environment."

# We're looking for apprentices to train in:

## Grounds Maintenance in Bereavement Services

### **Based mainly at Preston Cemetery but transport will be provided to other sites**

Working as a grounds maintenance apprentice in bereavement services you will experience a huge variety of gardening challenges from conservation areas in Victorian settings to formally laid gardens of memorial. You will be part of a small, highly experienced team who maintain our seven cemeteries and six closed churchyards. Your tasks will vary from the basics such as litter picking to the more complex; planning and planting floral displays and dealing with Japanese knotweed.

## Customer Service

### **Based at North Shields Library**

North Tyneside has 14 libraries across the borough. Four of our libraries are based in large Customer First Centres delivering a wide range of services, including the library, from a single building. We are looking for an enthusiastic and flexible apprentice who is committed to offering great customer service to customers of all ages. Duties can include loaning and re-shelving library stock, reception and basic enquiry work, helping customers to use PCs, helping with library activities, use of the council and libraries computer system and a range of clerical duties.

## Catering Services

### **Two 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 alongside our experienced unit managers / supervisors. As well as food preparation and cooking, you'll learn about food legislation and budgeting. There may be an opportunity to progress to level 3 and train as a senior chef which can lead to supervising your own small unit/team.

## Human Resources and Organisation Development

### **Based at Quadrant**

Human Resources and Organisation Development (HR/OD) support the council to manage and develop its employees. Our apprentice will study at level 3 and will learn about employee contracts, recruitment, training, pay and conduct etc. There will also be an opportunity to support the Council's Apprenticeship Academy and our work experience programme. You will gain a foundation in key areas of HR/OD and help the team in applying processes and procedures as well as carrying out admin tasks, analysing data and report writing.

## Waste Operations

### **Two posts based at either Norham or Killingworth depots**

Do you enjoy working outdoors? Would you welcome the opportunity to join a valued team that provides an essential service to our residents and businesses?

We are looking for enthusiastic, highly motivated and well organised individuals to join our refuse collection service as Waste Resource Operative apprentices. Working within a close-knit team you will be responsible for collecting and removing recyclable material and waste from residential, industrial, commercial and educational properties in all types of weather. You will also gain an understanding of the principles of waste and recycling.

The role will involve working outside and will require an element of physical work and a lot of daily walking. Being helpful, courteous and respectful to both customers and colleagues is also essential.

## Cleaning and Environmental Services

### **Two posts based at Killingworth and one post at the Tyne Tunnel Trading Estate**

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.

## Construction Service

### **One x Plastering and one x Carpentry and Joinery positions – based at Killingworth Depot (working across North Tyneside)**

Do you enjoy working with your hands in a practical / technical environment? Would you welcome the opportunity to join our repairs, maintenance and construction teams providing an essential service to our residents and to the local community?

We are looking for committed, enthusiastic, highly motivated and well organised individuals to join our service as Plastering, Carpentry and Joinery apprentices. Working across a diverse team you will develop your skills and experience, and support the delivery of services across the borough working in our customers' homes, within schools and public buildings, and on specific projects within the local area.

The offer is to Level 3 and the duration of the apprenticeship will be three years, covering both technical and vocational elements. You will attend college one day per week as part of the apprenticeship programme. The role will involve working across a range of environments and will require an element of physical work. Being helpful, courteous and respectful to both customers and colleagues is an essential part of the role.

# Business Administration

## Eight posts

The work going on behind the scenes to deliver council services is broad and varied therefore many of our apprenticeship opportunities are in administration. Training in business administration gives you a broad range of skills and knowledge which are valued by employers and will provide an excellent starting point to your career. Many of our previous admin apprentices have secured jobs with the council and others have moved on to work with employers in education, health, finance and legal services.

## North Tyneside Council ex apprentices now currently employed by North Tyneside Council.

### Vanessa Phillips



#### Elected Mayor and Cabinet Support Officer

"I started a Level 3 Business Administration apprenticeship in 2013 in the Elected Mayor's Office and after completing the apprenticeship I was then successful in gaining a permanent post in the Elected Mayor's Office. North Tyneside Council is an excellent employer who have supported me to study for a Level 4 Diploma in Business Administration and are now encouraging me further as I am about to start the Level 4 Diploma in Project Management.

Leaving school seemed so daunting and I didn't really know what I wanted to do so I am glad I chose an apprenticeship. It provides real work experience as well as giving you qualifications, which means I've been able to work, progress, and meet so many different people."

### Mata Thiam



#### Electoral Services Assistant

"I am originally from West Africa and started working with North Tyneside homes in the council as a volunteer. From this starting point, I applied for and got a Business Administration apprenticeship in the housing team.

I now have a full-time job in Electoral Services and I am gaining experience all the time and a more in depth understanding of how the council works and the way North Tyneside Electoral Services is organised.

As well as helping me to develop my knowledge and skills, my apprenticeship has given me a better understanding of the British culture and greatly improved my grasp of the English language. I now have the confidence to carry out full time responsibilities as part of the team."

## **Bereavement Services – based at Preston Cemetery**

The Bereavement Services team support families at a very sad time. We manage seven cemeteries, two crematoriums and six closed church yards. You would be part of a small team ensuring all administration aspects of the service are met. You will receive training on council systems including the bespoke funeral booking system Epilog. The role will also involve dealing with telephone enquiries and reception duties involving funeral directors, clergy, stonemasons and members of the public.

## **People Based Commissioning Service – based at Quadrant**

This team works across education, health and social care to implement and monitor services for children, young people and adults. As an apprentice you will work closely with the commissioning team and other partner organisations to gain experience across the service. You will undertake a variety of administrative duties which may include; supporting the monitoring processes for adult and children's social care, updating relevant websites for parents and providers and supporting financial payment processes

## **Chief Executive's Office – based at Quadrant**

Working as an apprentice in the Chief Executive's Office you will work alongside the two assistants who provide professional, secretarial and administrative support to the Chief Executive. This will involve dealing with correspondence and diaries, meeting and greeting visitors, handling telephone calls and carrying out a range of admin tasks. In addition there will be an opportunity to work with a number of other assistants who provide support to the council's Senior Leadership Team.

This apprenticeship will give you a good understanding of the broad range of services provided by the Council in a fast-paced environment with a varied workload.

## **Construction Service – three posts based at Killingworth**

Would you like to be part of our construction support team working with us to provide a first-class admin service to our technical trade teams and customers across the borough?

Working on a rotational basis you will be placed in responsive repairs, planned maintenance and programme schemes based from our construction head office in Killingworth. Working towards either an NVQ Level 2 or 3 you will be supported on your business administration development journey by a team of experienced and knowledgeable professionals in addition to one to one support from your training partner and North Tyneside Council mentor. The environment is fast paced and challenging giving you the opportunity to develop your skills in a range of ICT systems, working environments and teams.

## **Community Wellbeing Team – working across the borough**

Our Community Wellbeing teams are made up of social care workers who assess individual needs under the Care Act, and help people to recognise and manage their own needs in order to maximise their independence and choice. You will be initially based within one of the teams but will be expected to rotate across all teams: Coast, and Central based at Whitley Bay Customer First Centre, North West based at John Willie Sams and South West based at the Riverside Centre.

The admin role will include telephone enquiries from both internal and external customers, responding to e-mails, maintaining spreadsheets, typing, scanning, photocopying, post and faxes. You will also be trained to arrange meetings, take minutes and deal with petty cash. The four locality teams are extremely busy and the experience you will gain will be invaluable in supporting you on your future career path.

### **Strategy and Transformation – based at Quadrant**

The Strategy and Transformation team supports the Health, Education, Care and Safeguarding (HECS) directorate of the Council to make improvements to adult's and children's social care. You will be based in a busy team providing administrative support on a number of exciting and challenging projects. This will involve arranging and attending meetings, preparing reports and presentations and developing and monitoring action plans. With our support you will learn about project management, learn new IT systems and have an opportunity to work with Senior Managers across the service. The diverse range of work will provide some great opportunities, experience and insight into the workings of adult's and children's social care and the wider role of North Tyneside Council in the community.

# HOW TO APPLY

Our apprenticeship vacancies will be advertised on [www.northeastjobs.org.uk](http://www.northeastjobs.org.uk) from mid May to early June. Interviews will take place in July and our apprentices will start on 2nd September.

### **For more information, contact:**

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