

# Housing and Building Maintenance Apprentice

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**£6,559 per annum**  
**One year training contract**  
**37 hours per week**  
**Based in Lowestoft**

Looking to kick-start your career in local government? Suffolk Coastal & Waveney District Council's have an established and successful apprenticeship scheme, which has seen 71% of its apprentices stay on beyond their apprenticeships to develop promising careers. Why not apply for this exciting opportunity where you can earn money as well as gaining experience and a recognised qualification!

Working closely with a friendly team based in Lowestoft your role will be to provide administrative and clerical support to the Housing, Tenant Services and Building Maintenance teams.

General office duties will include filing, taking telephone calls, data input and preparation of mail shots. You will also assist in the arrangement of meetings, attending to take notes as and when required.

We are looking for a hard working, enthusiastic individual with good communication and IT skills, a minimum of 4 GCSEs at grade D or above (or equivalent) and high standards of numeracy and accuracy. You will be able to work independently and use initiative all within a team environment. No experience is necessary as full training will be provided.

## **What can we offer you?**

- A fully funded and supported Level 2 Business Administration qualification
- Generous annual leave entitlements
- No expensive university tuition fees
- Valuable work based skills from day 1

Closing Date: Thursday 11<sup>th</sup> May 2017 at 1pm  
Interviews will be held on: w/c 15<sup>th</sup> May 2017

To apply, please download an application form and return your completed form to  
[HR@eastsoffolk.gov.uk](mailto:HR@eastsoffolk.gov.uk)

<b>Job Title:</b>	<b>Support Services Apprentice</b>
<b>Service Area:</b>	<b>Housing</b>
<b>Team:</b>	<b>Support Services</b>
<b>Salary:</b>	<b>Apprentice</b>

## Job Description

### Main Purpose of Job:

To provide administrative and clerical support to the Housing, Tenant Services and Building Maintenance Teams

### Our Values

You will be expected to work in line with our values which are:

**Proud** - Believing in who we are, what we do and where we live

**Dynamic** - Transforming the future with you in mind

**Truthful** - Honest and clear in all we do

**Good Value** - Delivering outstanding services, smartly & economically

**United** - Whoever we work with, we work as one team

### Key Responsibilities:

1. To carry out general administrative duties including photocopying, filing, scanning, telephone answering, message taking and preparation of mail shots.
2. To generally assist with the administrative/clerical work and efficient operation of the Teams.
3. To type all documentation including letters, reports, schedules etc as required, to include the use of word processing and other computer software packages.
4. To retrieve information from computerised data, monitor and collate as necessary.
5. To assist in the arrangement of meetings, produce and circulate agendas and take notes when required.
6. To maintain both manual and computer records/filing systems accurately and up-to-date.
7. To be part of the rota for telephone duties on the call centre.
8. To carry out any other duties reasonably compatible with and/or arising from the duties listed above.
9. To promote and adhere to the workplace values of our organisations.

Suffolk Coastal & Waveney District Councils



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**Line Manager:** Support Services Team Leader

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Note: This is a description of the job as it is constituted at (**May 2017**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of both Councils to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Councils reserve the right to insist on changes to the Job Description after consultation with the postholder.



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**Personal Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Computer literate with at least 2 years keyboard/typing experience.</li> <li>• Word and Excel experience</li> </ul>	
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Able to work independently and use initiative but within a team environment</li> <li>• Able to handle interruptions</li> <li>• Helping Members of the Public – Customer focussed</li> <li>• High level of accuracy</li> <li>• Ability to accept changing priorities</li> <li>• Ability to work under pressure</li> <li>• Ability to work to and meet deadlines</li> <li>• Able to follow written processes</li> </ul>	
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Computer literate</li> <li>• 4 GCSE's (at grade D or above) including English Language and Maths</li> </ul>	
<b>Values:</b> Ability to demonstrate an understanding and apply our values which are embedded in all our roles.	<p><b>Proud</b> - Believing in who we are, what we do and where we live</p> <p><b>Dynamic</b> - Transforming the future with you in mind</p> <p><b>Truthful</b> - Honest and clear in all we do</p> <p><b>Good Value</b> - Delivering outstanding services, smartly &amp; economically</p> <p><b>United</b> - Whoever we work with, we work as one team</p>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Be pleasant, polite and willing to help people and</li> </ul>	



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	<p>with a positive attitude to customer care Flexible approach to work</p> <ul style="list-style-type: none"> <li>• Knowledge of council procedures</li> <li>• Knowledge of Council services</li> <li>• Promote a positive communication across the organisation, encourage constructive relationships and develop staff feedback methods.</li> <li>• To promote and adhere to the workplace values of our organisations.</li> </ul>	
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## Job Application Form

<b>Job Title:</b>		<b>Job Reference No:</b>	
<b>Personal Details</b>			
<b>Title: Mr / Mrs / Ms / Miss / Dr</b>		<b>Forenames:</b>	
<b>Surname:</b>		<b>Preferred name:</b> (If applicable)	
<b>Address:</b>		<b>Telephone numbers:</b> (Where you are happy to be contacted. We will use discretion.)	
<b>Postcode:</b>		<b>Home:</b>	
		<b>Work:</b>	
		<b>Mobile:</b>	
<b>E-mail address:</b>		<b>National Insurance Number:</b>	
<p><b>If you have a disability or long term medical condition, please tell us about any adjustments we could make to help you apply for or to carry out the job.</b></p>			
<b>Entitlement to work in the UK</b>			
<p><b>Do you require a work permit to work in the UK?      Yes      No</b></p> <p><b>If you already have a work permit, please indicate its expiry date:</b></p> <p>All employees are asked to supply evidence of eligibility to work in the UK to comply with the Immigration Act 2016 (IA 2016). The successful applicant will be asked to provide an appropriate official document (for example, something showing your national insurance number or your birth certificate or passport). Do not send these documents now.</p>			
<b>Criminal Convictions</b>			
<p>Unless stated otherwise, you do not need to declare convictions which have been “spent”, as defined by the Rehabilitation of Offenders Act 1974. Declaring a criminal conviction will not be taken into account unless relevant to the job.</p> <p><b>Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974?      YES / NO</b></p> <p>If YES please give details:</p>			
<p>For certain posts, checks with the Disclosure and Barring Service (DBS) will be required. If this is necessary, you will be asked to sign a separate authorisation.</p>			

**Transferable Local Government Service**

The transfer of continuous service from other Local Authorities and certain other organisations may be possible. If you think this applies to you please provide dates from which your continuous service commences and the name of the organisation.

**Start Date:****Organisation:****References**

To be taken up if appointed. Please ensure one referee is your current or most recent employer.

**Name:****Name:****Organisation:****Organisation:****Address:****Address:****Postcode:****Postcode:****Telephone no:****Telephone no:****Email address:****Email address:****Relationship: Employer/Education/Personal** (Delete as appropriate)**Relationship: Employer/Education/Personal** (Delete as appropriate)**May we contact them if we decide to invite you for interview?**

Yes    No

**May we contact them if we decide to invite you for interview?**

Yes    No

**Driving Licence****Do you hold a current full driving licence? YES / NO****Relation to Councillors or Council employee****Are you related to any Councillor or employee of Suffolk Coastal or Waveney District Council? YES / NO**

(If yes, please give details)

**Declaration**

To the best of my knowledge, the information I have supplied on this form is correct and I confirm that I am honest and trustworthy. I understand that canvassing of councillors or senior officers of the Council, giving false information or omitting relevant information could disqualify my application which, if I am appointed, could lead to my dismissal.

**Signed****Date**

Please return your completed application form to:

**Human Resources, Waveney District Council, Riverside, 4 Canning Road, Lowestoft, NR33 0EQ  
or Human Resources, Suffolk Coastal District Council, East Suffolk House, Riduna Park, Station Road, Melton,  
Woodbridge, IP12 1RT or alternatively email to [hr@eastsuffolk.gov.uk](mailto:hr@eastsuffolk.gov.uk). If you have any queries, please call HR on  
01394 444228.**

Invitations to attend an interview are normally sent within two weeks of the closing date. If you have not heard within three weeks you should assume that you have been unsuccessful on this occasion.

Data Protection: All personal data will be processed and held in accordance with the Data Protection Act 1998. For unsuccessful candidates information initially obtained for recruitment purposes will be retained for 6 months and then securely destroyed. For successful candidates the personal data will be retained securely on their personnel file and may be used for data matching purposes as required under relevant legislation for the prevention and detection of fraud upon public funds.



<b>Educational qualifications and training</b>			
If shortlisted, you will be asked to provide evidence of relevant qualifications			
<b>Secondary Education</b>			
School	Subjects passed with grade/qualification obtained e.g. GCSE etc	Pass level or grade	Date obtained
<b>Further &amp; Higher Education</b>			
College/University	Subjects passed with grade/qualification obtained e.g. A level, NVQ, Degree	Pass level or grade	Date obtained
<b>Other Training and Personal Development</b>			
Please include professional or any job centre plus training, short course, skills training, external awards/activities, etc.)			
Course Provider	Course Title	Year attended	Duration

<b>Current/most recent employment</b>			
<b>Name of employer:</b>		<b>Job Title:</b>	
<b>Address:</b>		<b>Current/most recent salary and any benefits:</b>	
<b>Postcode:</b>			
<b>Date started in post:</b>		<b>Date of leaving (if relevant):</b>	
<b>Notice required:</b>		<b>Reason for leaving:</b>	
<b>Main duties/responsibilities/achievements:</b>			
<p><b>Work History</b></p> <p>Please list below <b>all other paid employment from the last five years (most recent first)</b> and any other relevant appointments, whether paid or unpaid. Include here any voluntary work or other activities that demonstrate relevant experience, especially if you have not been in paid employment for some time.</p>			
<b>Dates (From/To)</b>	<b>Name of organisation and nature of business</b>	<b>Job title and brief indication of main duties/responsibilities</b>	<b>Reason for leaving</b>

**How you meet the selection criteria**

It is important that you provide evidence in this section of how you meet the essential and desirable criteria set out in the person specification. It is helpful if you include headings linked to the criteria listed. Tell us about things you were responsible for and what you achieved. Include examples from paid or unpaid work or other activities you have undertaken that are relevant to the job you are applying for. Also include here information about why you want the job and anything else you wish to say.