



Apprenticeships Opportunities

Wednesday 06 01 20



Customer Service Level 2 – Customer Service Contact Centre

Job Code: BW342
Location of Work: Civic Centre and other locations from time to time
Contract Hours: 36 hours per week
Salary: NLW £8.72 an hour (£16,324 p.a. Inc. based on a 36 hour week)
Qualification: Customer Service Level 2
Length of Apprenticeship: 13 months

Summary:

Get ahead with a Customer Service L2 Apprenticeship at Brent Council

Brent Council is committed to the continued expansion and development of all apprenticeship programmes. Our apprenticeship schemes at Brent is just one of the ways we grow our own talent within the borough.

There is no age limit on an apprenticeship

An apprenticeship can be used for people starting out on their work life journey at the age of 16 or those changing a career for a different working life.

Brief description of the role

Customer Service Practitioner level 2 Apprenticeship working in the Customer Services Contact Centre.

To support customers and other stakeholders to access advice and information about council services and to resolve enquiries relating to a broad range of services including Recycling and Waste, Switchboard, Adult Social Care, Children and Families Information Service, Environmental Health, Housing Benefit/Council Tax Support, and Licensing and Trading Standards amongst others.

To provide a prompt, efficient and professional service through phone, email and web chat channels and to demonstrate the highest standards of customer care at all times.

To carry out all duties in accordance with relevant Council and Customer Service policies, procedures and standards and to ensure the delivery of excellent services to customers and stakeholders.

Job Duties and Responsibilities:

To provide a professional first point of contact and to work effectively and professionally with internal and external colleagues to resolve customer enquiries, complaints and transactions.

To take ownership and appropriate action to resolve enquiries within agreed levels of empowerment across a range of channels including phone, email, web chat and social media.



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To promote, encourage, educate and support customers to confidently access services via alternative channels to reduce service demand and support channel migration.

To efficiently and effectively search, utilise and update a range of databases and IT systems accurately to resolve customer enquiries, award discounts, process payments, log complaints and handle transactions in accordance with protocols for data entry and compliance.

To effectively manage challenging customer interactions with tact, diplomacy, sensitivity and empathy, with due regard for staff and customer safety.

To keep up to date with legislative, policy and procedural changes in order to deal effectively and efficiently with customer enquiries, complaints or transactions and to carry out duties with due regard to the Council's Customer Promise, Equality and Diversity, Information Governance, Data Protection and Health and Safety policies and procedures.

Skills and Experience:

The Person

A passion for customer service and the willingness to learn grow and adapt to a fast-paced customer service environment.

To demonstrate good communication skills, and have an understanding of delivering good customer service, team work and an interest in developing a career in customer service.

You will also need to show your interest in local government and the delivery of public services. We will also be looking for a flexible and positive approach to work.

Qualifications required

English and Maths level 2 is essential as the role involves written communication and some basic calculations.

IT skills, which could include Microsoft Word, Excel and PowerPoint



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The Apprenticeship

Below is a link to the Apprenticeship Standard that you will be working towards.

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner-v1-1>

Simultaneously undertaking a comprehensive study programme towards the Level 2 apprenticeship. You will gain valuable knowledge and skills, which will be an asset to the council and your career. Our apprenticeship scheme offers significant assistance with training and provides the opportunity to improve skills for future career opportunities.

Please note there is an end point assessment at the end of this apprenticeship, which is carried out by an external assessor and will include: A knowledge test, a Portfolio based interview and a Project presentation.

There are opportunities to apply for a permanent Customer Service Officer role upon completion of the study programme.

Please note: Priority will be given to Brent residents in the first instance. This vacancy may close before the advertised closing date if a sufficient number of suitable applications are received. Early application is therefore recommended.

Closing date: 31st January 2021 – MAY CLOSE BEFORE THIS DATE
Potential interview date: TBC
Start date: TBC

Please e-mail a targeted CV & registration form to
brent.works@brent.gov.uk or alternatively, apply on
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Logistics Apprentice

Job Code: BW402
Location of Work: Watford and West London
Contract Hours: 37.5 hours
Salary: up to £17,000
Qualification: Apprenticeship Level 3 or 4
Duration: 18 months

The Person

As part of the HS2 Project, the selected candidate will provide support to the Logistics, Security and IT Team including the collection and collation of performance data for reporting purposes and other administrative functions.

What will the apprentice be doing?

- Ensuring a safe, healthy and environmentally sound delivery of all works entrusted
- Ensuring quality standards are met and audited against the Logistics Strategy and CLP.
- Working alongside package managers to develop an understanding of the daily control, management and coordination of logistics and security activities
- Developing practical understanding of the importance of health, safety and environmental requirements associated with logistics operations. Accountabilities will increase throughout the apprenticeship programme as project knowledge and skills develop
- Ensuring an open, transparent and professional relationship is established and maintained with stakeholders and relevant WPPs; communicate requirements and secure cooperation
- Data collection / reporting / document tracking / performance monitoring
- Producing reports and sketches to communicate scope issues or clarifications
- Promoting strong team working, working with others to ensure that the project reporting requirements are fulfilled.

What training will the apprentice take and what qualification will the apprentice get at the end?

Level 3 or Level 4 apprenticeship (depending on prior experience)

Desired skills and personal qualities / Things to consider

Plan and prioritise own time and work is that you are responsible for. Good IT skills – able to work with and develop spreadsheets and able to adapt quickly to using other IT packages. A positive, can do attitude is essential.



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Leadership: Using innovation & challenge to add value and efficiencies to team activities.

Respect: Understanding others, recognising their value and behaving accordingly.

Integrity: Acting fairly, transparently and consistently. Do what you say when you say you are going to do it.

Safety: Caring for our workforce, our passengers and the public, by creating an environment where no one gets hurt. Walk the talk – take responsibility for your own safety and encourage others to do the same.

Qualifications Required

GCSEs

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Closing date: 31th January 2021

Potential Interview date: As soon as possible

Start date: **Subject to reference and DBS check**

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Office Administrator Apprenticeship Level 2 / 3

Job Code: BW404
Location of Work: Ealing
Contract Hours: 40
Salary: TBC
Qualification: Apprenticeship Level 2 or 3 (TBC)
Duration: 18 months

Job Description

We are currently looking for a motivated and dynamic Office Administrator, working within a fast-growing domiciliary care and supported living environment. This represents a great opportunity for the right individual, who will be positive, self-motivated, friendly, and proactive to join a growing and dynamic company and help steer our contracts.

The Administrator's main duties will include:

- Ensuring that both care worker and service user files remain compliant and chasing up key documents as and when required;
- Ensuring CM2000 Compliance (full training will be given);
- Maintaining and updating compliance dashboards;
- Assisting with the recruitment selection process, handing out application forms to applicants, ensuring that they are all fully vetted, screened and trained before placement as well as ensuring that training requirements and needs are met continuously;
- To assist with and/or take responsibility for confirmation of timesheets, rostering and undertake any house-keeping exercises where necessary;
- Filing;
- Answering telephone calls and liaising with clients, their relatives, and our partners in the local authorities;
- Taking minutes of meetings;
- Writing letters and emails;
- Providing the Branch Manager with reports as and when required;
- Providing general administrative support to the office.
- The Administrator's role is a key role in the Company that will require the post holder to ensure the smooth running of the office. In order for the Administrator to perform effectively, the successful applicant will have had previous experience and will also possess the following key attributes, which must be demonstrated at interview:



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Essential Skills:

- Excellent written and verbal communication skills
- Proficiency using Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritise tasks.

If you believe that you might be right for this role, we would love to hear from you. To apply, please send us your CV and a covering letter.

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PR and Communications Assistant Apprentice

Job Ref: BW401
Location of Work: West London,
Contract Hours: 37.5 hours
Salary: £17,000
Apprenticeship: Apprenticeship Level 3 or 4
Duration: 18 months

Brief overview

You will be part of the public relations and communication team for the new HS2 Old Oak Common station in West London, where you will assist in community liaison. You will contribute to the production of multimedia communications materials on the project, including the preparation and issue of team newsflashes, project newsletters, and posters.

What will the apprentice be doing?

Help to identify all project related stakeholders including residential and commercial neighbours and any other groups or individuals affected by the project. Assists with building and maintaining relationships with them.

Assist with project communication register documenting complaints, accolades and in-coming and out-going communications.

Assists with producing written communications for both internal & external audiences to include activity notices, newsletters, media articles, awards submissions.

Coordinate volunteering activities and identify projects within the local community with which to develop partnerships.

Assists with the production of project, client and business level reports.

What training will the apprentice take and what qualification will the apprentice get at the end?

Training will be on-the-job, combined with skills and knowledge based workshops, e learning and personal development coaching.

The apprentice will gain a L4 Public Relations and Communications apprenticeship qualification. There will be an independently assessed End Point Assessment by the Aim awarding organisation in the last three months of the apprenticeship programme.

Once this qualification has been achieved, the apprentice will be eligible to apply for full PRCA membership.

What is the expected career progression after this apprenticeship?

Progression to career in public relations and communication in public and private sectors.



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Desired skills and personal qualities / Things to consider

Communication skills, IT skills, Attention to detail, Organisation skills, Customer care skills, Problem solving skills, Presentation skills, Analytical skills, Logical, Design Skills, Team working, Creative, Initiative, Patience, Flexible, Able to travel, Enthusiastic, Ability to Write Well.
Applications encouraged from candidates living in Greater London.
Travel to site office and to PA Training is reimbursed.

Education

GCSE Maths and English or equivalent any subject (Grade 4) essential.

Employer is a disability confident Employer.

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