

Job Title: Newham Heritage Centre Learning and Engagement Apprentice	Service Area: Resident Engagement and Participation	
Directorate: Change and Improvement	Post Number: 10024666	Evaluation Number: 5146
Grade: Apprentice Grade London Living Wage rate	Date last updated: 8 September 2026	

EQUITY, DIVERSITY AND INCLUSION (EDI)

We are committed to and champion EDI in all aspects of employment within the London Borough of Newham. All employees are expected to understand, promote and abide by our EDI principles in the course of their work.

PROTECTING OUR EMPLOYEES AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as it is relevant to their role. All employees are expected to understand and promote good Health and Safety practices, complete all mandatory training and manage risks appropriately.

COMMITMENT TO AND UNDERSTANDING OF NEWHAM HEART VALUES

Honesty – We are open and accountable for our actions

Equality & Equity – We embrace diversity and celebrate differences. We promote equity – opportunity for all

Ambition – We are improving and innovating to achieve results

Respect – We value diversity of thought, experience and expertise. We respect each other

Together – We are one council and one team

COMMITMENT TO PERSONAL LEARNING

To successfully complete the apprenticeship, not only must the apprentice meet the knowledge, skills and performance standards required, but individuals must also meet the off-the job training requirements including attending training provider premises as required.

Responsibilities include:

- Learning and developing practical skills.
- Participating in classes and workshops on and offsite.
- Observing all employee processes and procedures.
- Completing tests and assignments.
- Delivering presentations to colleagues and other stakeholders.
- Ensuring you complete all corporate mandatory training.
- You should be well-organised, flexible, and willing to assist wherever possible.

Overall Purpose of Job

The Newham Heritage Centre Learning and Engagement (L&E) Apprentice will provide reliable and high-quality support within the Heritage Service, with a focus on contributing to the planning, organisation and co-ordination of engagement activities within Newham Heritage Centre's programme. The L&E Apprentice will successfully complete the [Cultural Learning and Participation Officer Level 3](#) qualification. This will require the postholder to meet performance standards and the qualification requirements.

The L&E Apprentice role is focused on the planning, organisation and delivery of a wide-reaching heritage engagement programme, which includes education and creative activities and projects. The post holder will work alongside the project team, and be managed by the Learning and Engagement Officer, to gain experience delivering workshops, talks, performances and events alongside supporting 'day-to-day' visitor experience.

The post holder will undertake a final assessment which includes a final project report and the development of a professional portfolio adhering to the assessment standards needed to achieve the Cultural Learning and Participation Officer Level 3 Apprenticeship.

This role forms part of the project funded by The National Lottery Heritage Fund to transform Canning Town Old Library into Newham Heritage Centre, the borough's new cultural hub which will explore Newham's extraordinary heritage and stories.

This is a fixed term post for 24 months.

Job Context

1. Each apprentice hired as part of the Newham Apprenticeship Scheme will be a member of a specific functional team, although they will be expected to work in a flexible manner and carry out appropriate work in other teams when necessary to meet service objectives.
2. To be successful as an Apprentice, you must have great time management skills and be willing to fit into the existing team structure. You must demonstrate the Council's values and behaviours in all that you do. Outstanding Apprentices are those who respond well to feedback, build good relationships with colleagues, and ultimately make a positive lasting impression.
3. You will report to Newham Heritage Service's Learning and Engagement Officer.

4. You will have no line management responsibilities.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may be given to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- Support the delivery of the Newham Heritage Centre programme as instructed by the Learning & Engagement Officer, including exhibitions, programming, visitor experience support, and special projects working with a diverse range of community stakeholders.
- Support the delivery of day-to-day activities ranging from exhibition support, research visits, creative projects and other activities as part of the programme.
- Work closely with the Newham Heritage Centre team to support community engagement ranging from individual visitors, schools, group visits and community organisations.
- Support the work of volunteers and community participants.
- Carry out administrative duties related to planning, monitoring and evaluation.
- Adhere to both Council and key regulatory requirements and policies including health and safety, safeguarding, accessibility and equality.
- Ensure the workplan stays on track and actions are completed within agreed timescales.
- Ensure excellent levels of customer satisfaction and visitor experience.
- Support the promotion of Newham Heritage Centre and its activities.
- Make the best use of appropriate ICT systems including the Council's internet and intranet, email and other systems, in line with our internal Cyber Security processes and in order to provide an efficient and effective service.
- Maintain high levels of sensitivity in relation to personal, confidential and sensitive issues in line with General Data Protection Regulations.
- Work in the service's offices at Newham Heritage Centre in Canning Town, along with other locations in the borough when required.
- Complete all tests and assignments required as part of apprenticeship scheme.
- Perform any other relevant and reasonable duties commensurate with the level of the role.

In addition to meeting the performance requirements of the role, the Apprentice is required to have good time management, analytical thinking, and good interpersonal skills; have excellent problem-solving and troubleshooting abilities; and demonstrate a growth mind-set and passion for learning. This includes, but is not limited to:

- Attending classes/training modules as required by the Training Provider and participating in as many learning opportunities as possible.

- Assisting within Newham Heritage Service and also learning about other aspects of the Resident Engagement and Participation team.
- Completing all mandatory tests, presentations, and other required evaluations within timescales set by the Training provider.
- Positively receiving feedback from the Training Provider and coach and/or mentor and ensuring the line manager is kept updated on progress.
- Attending meetings and offering suggestions for improvement.
- Maintaining records, both on-line and where appropriate off-line, of everything learned.
- Building professional relationships with colleagues, Strategic Centre for Talent, Learning and Organisational Development representatives and service users.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUITY, DIVERSITY AND INCLUSION We are committed to and champion EDI in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our EDI principles in the course of their work.	
PROTECTING OUR EMPLOYEES AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
EDUCATION/QUALIFICATION <i>There is no degree or university requirement for this position.</i> GCSEs in Maths and English at grade 4 or above (or equivalent)	Application

KNOWLEDGE Awareness of appropriate office procedures and systems, particularly those applicable in a local government setting Working knowledge of Microsoft Word and basic knowledge of Excel in order to input and manipulate data Demonstrate basic knowledge and commitment to equity, diversity and inclusion in the workplace A passion for arts, heritage and culture An interest in heritage, specifically archives and museum collections practices Good knowledge and understanding of Newham and East London An appreciation of heritage and its benefits A commitment to safeguarding of vulnerable adults and Children and Young People	Application and interview Application and interview Application and interview Application and interview Application and interview Application Application and interview
EXPERIENCE <i>This is an entry-level position open to candidates looking to develop their careers in the heritage sector or transition into the sector.</i> <i>We also welcome applicants with volunteering experience and informal training related to arts, culture and heritage.</i> Experience of working efficiently, effectively and accurately Experience of delivering excellent standards of customer service Computer literacy Good written skills. Strong experience of writing and presenting information in a clear and concise manner	Application and interview Application and interview Application and interview Application and interview
SKILLS AND ABILITIES	

Good written and verbal communication skills	Application and interview
Effective interpersonal skills to enable effective communication with a wide variety of people including colleagues, partners, volunteers, participants and visitors	Application and interview
Ability to work effectively as part of a team	Application and interview
Ability to work on own initiative	Application and interview
Ability to meet deadlines and prioritise tasks	Application and interview
Organised and able to prioritise a varied workload	Application and interview
Attention to detail	Application and interview
Basic IT skills, including Microsoft Office	Application and interview
Ability to learn and use new systems quickly	Application and interview
Ability to prepare simple reports and documents	Application and interview
Ability to manage and to interpret complex information and to offer sound, reliable, professional advice	Application and interview
PERSONAL STYLE AND BEHAVIOUR	
Demonstrate a professional approach and commitment to customer service	Application and interview
Flexible and proactive approach to work	Application and interview
Able to maintain confidentiality and sensitivity in all circumstances	Application and interview
Commitment to service delivery which is culturally appropriate and responsive to the needs of all users	Application and interview
Commitment to ensuring access for all and supporting the development of Newham Heritage Centre	Application and interview
Commitment to championing equality and diversity in the workplace	Application and interview
Encourages ideas and innovation, and recognises the achievements of others	Application and interview
Demonstrates a willingness to be flexible in both work tasks and locations	Application and interview

Willing to work evenings and occasionally outside 'standard' business hours	Application and interview
Commitment to undertaking Continuing Professional Development	Application and interview
OTHER SPECIAL REQUIREMENTS	
Flexibility in working hours, including weekends and evenings	Application and interview
Willingness and ability to travel throughout Newham and work from other service points as required	Application and interview
DBS (enhanced)	Satisfactory clearance at conditional offer stage