

Job Description



Job Title: Apprentice Support Officer	Service Area: Youth Empowerment Service	
Directorate: CYPS	Post Number:	Evaluation Number:
Grade: Apprentice Grade London Living Wage rate £14.80 PH	Date last updated: July 2025	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and Diversity

We are committed to and champion equality and diversity in all aspects of employment within the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy 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.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Commitment to and Understanding of Newham Values

Honesty – We act with integrity; we communicate openly and transparently; we take responsibility if things go wrong

Equality – we treat people fairly and consistently; we include everyone in our diverse community; we stand up to injustice and discrimination

Ambition – we work hard to make Newham better for everyone; we think creatively to find new solutions; we are committed to learning and improving

Respect – We treat people with courtesy and compassion; we welcome other people's ideas and perspectives; we consider how our behaviours impact on others

Together – We are one council, one team; we collaborate and co-produce to achieve results; we trust, appreciate and constructively challenge each other

COMMITMENT TO PERSONAL LEARNING

To successfully complete the Apprenticeship, not only must the apprentice meet the performance standards required, but individuals must also meet the off-the job learning requirements.

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.

You should be well-organised, flexible, and willing to assist wherever possible.

OVERALL PURPOSE

To assist with the provision of a professional, quality service throughout the Council.

JOB CONTEXT

1. The job title of Newham Apprentice applies to all of the apprentices hired as part of the Newham Apprenticeship Scheme. Each apprentice 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 criticism, build good relationships with colleagues, and ultimately make a positive lasting impression.
3. You will report to a relevant Supervisor, dependant upon where the post holder is allocated.
4. You will have no direct management responsibility.

JOB SUMMARY

The post holder will be a member of the wider Youth Empowerment Service, part of the Children and Young People's Services Directorate.

The post holder will work in conjunction with the Business team as well as the wider Youth Work workforce and other skills mix members across the service.

The post holder works as part of the LBN Youth Empowerment Business Team, liaising and working with internal and external partners to support the delivery of council priorities.

The post holder will assist and support the children and young people's Youth Empowerment workforce to carry out their duties.

The post holder will be involved in data collection and inputting which contributes to identifying local needs across the Youth Empowerment Service and across the London Borough of Newham.

The post holder has no line management responsibility.

The post holder will be required to work 36 hours per week, including 1 day a fortnight for Apprenticeship courses and 1 day a fortnight with Off the Job studies and training.

The post holder has no financial responsibilities beyond the care and maintenance of LBN's resources.

ABILITIES

1. Work as part of the wider Youth Empowerment service, supporting and working with other colleagues;
2. To demonstrate a flexible approach in the delivery of work in the service area;
3. Good communication skills with clear spoken and written English;
4. Able to deal professionally with the public;
5. Able to follow instructions and work to deadlines;
6. Able to use initiative and learn how to prioritise workload;
7. Aware of equality and diversity;
8. Aware of health and safety;
9. Able to understand the importance of punctuality and understands the impact that sickness absence has on the effectiveness of the team.

WORKING CONDITIONS

The post holder may be required to work in any of the Council's sites and / or partner / stakeholder sites.

KEY TASKS AND ACCOUNTABILITIES

1. 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.
2. To make the best use of appropriate ICT systems including the Council's internet and intranet, email and other systems in order to provide an efficient and effective service.
3. To ensure work is completed in accordance with agreed timescales, targets and service standards.
4. Prepare routine and standard correspondence on a range of issues, making amendments as appropriate to the individual circumstances.
5. To enter and maintain appropriate records onto the relevant systems, assisting with the production of statistics and management information as required.
6. To assist service users, staff and other agencies with general enquiries, both by telephone and in person.
7. To maintain excellent customer service in all areas of work.
8. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues.
9. To provide cover for other appropriate staff at the place of work.
10. To assist in preparation and despatch of agendas, minutes and other documents as necessary.
11. To administer a range of procedures relating to the appropriate functional team. Examples of such work include:
 - Dealing with general enquiries.
 - Processing bookings
 - Preparing amendments/variations to documents.
 - Maintaining secure and accurate records.
 - Process documentation to meet deadlines.
 - Process records; monitor input on the corporate systems to ensure information is kept up to date.
 - Collation, reporting and basic analysis of management information.
 - To take minutes of meetings as appropriate.
12. 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. They will be required to spend 20% of their time off the job learning. This includes, but is not confined to:
 - Attending classes/training modules as required by the Training provider, and participating in as many learning opportunities as possible.
 - Assisting within (the relevant team and/or department), and also learning about other aspects of the Service.

- Observing the council's health and safety procedures.
- Completing all mandatory tests, presentations, and other required evaluations within timescales set by the Training provider.
- Working in the office and travelling to other sites when required.
- Positively receiving feedback 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, talent Hub representatives and service users.

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Directorate: CYPS	Post Number:	Evaluation Number:
Grade: Apprentice grade London Living Wage: £11.95 PH	Date last updated: July 2026	

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.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF 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.

CRITERIA- Essential	METHOD OF ASSESSMENT
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 and/or access in order to input and manipulate data.	Application Form/Interview/Test Application Form/Interview/Test

Demonstrate basic knowledge and commitment to diversity and equality in the workplace.	Application Form/Interview/Test
EXPERIENCE: Experience of working efficiently, effectively and accurately. Basic experience of using Microsoft databases/spreadsheets and word processing. Experience of dealing effectively with customers face to face and on the telephone.	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test
SKILLS AND ABILITIES: Good written and verbal communication skills. Effective interpersonal skills. Ability to work effectively as part of a team. Ability to work on own initiative. Ability to learn and use new systems quickly. Ability to prepare simple reports and documents. Attention to detail.	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test
COMMUNICATING OPENLY AND EFFECTIVELY Communicates clearly both verbally and in writing Is polite and approachable Effective listening, asking the appropriate questions to clarify understanding Uses appropriate language and methods of communication to make sure they are understood Presents and passes on information promptly Uses appropriate language not jargon	Application Form/Interview Application Form/Interview Interview Application Form/Interview Application Form/Interview Application Form/Interview

PERSONAL STYLE AND BEHAVIOUR: Demonstrate a professional approach and commitment to customer service. Flexible and proactive approach to work. Able to maintain confidentiality and sensitivity in all circumstances.	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test
DELIVERING EXCELLENT CUSTOMER SERVICE • Demonstrates a strong internal and external customer focus, recognising the customer in everything we do. • Removes barriers, where able, to provide the best possible service to customers • Takes ownership for solving customers problems and acts as an ambassador for the business • Resolves customer enquiries promptly at point of contact, referring to others when appropriate • Identifies, listens to and values customers' diverse needs, suggestions and feedback • Keeps customers up to date and informed • Deals with customers fairly and appropriately and with respect •	A/I A/I A/I A/I A/I A/I A/I
ACHIEVING RESULTS AND SUCCESS • Understands and applies the Council's requirements and ensures own targets are met • Keeps relevant people informed of progress or issues on key tasks • Checks for accuracy to get things right first time • Looks for and suggests ways to improve working practices • Learns from mistakes • Plans, prioritises and organises workload • Is dependable, responsible and conscientious • Works effectively with the appropriate level of guidance and makes decisions appropriate to their role	A/I A/I A/I A/I A/I A/I A/I

RESPECTING OTHERS • Acknowledges the positive contribution that everyone can make • Shows respect and understanding for all individuals, irrespective of gender, ethnic origin, race, disability, age, sexual orientation and religion • Is open, ethical and honest • Generates respect and trust • Considers impact of own actions and tries to cater for the differing needs of others • Challenges inappropriate and discriminatory behaviour • Escalates inappropriate behaviours and actions to the appropriate person/s • Uses language and behaves in an appropriate way, treating others fairly and professionally. • Respects confidentiality wherever appropriate	A/I A/I A/I A/I A/I A/I A/I
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