

Job Description

Job Title: Newham Apprentice	Service Area: Adult Social Care, Operations	
Directorate: Adults and Health	Post Number: Various	Evaluation Number: 5146
Grade: Apprentice Grade London Living Wage rate	Date last updated: Sept 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

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 feedback, build good relationships with colleagues, and ultimately make a positive lasting impression.
3. You will report to the Service Development Manager
4. You will have no direct management responsibility.

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.

1. To 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 to provide an efficient and effective service.
2. To ensure work is completed within agreed timescales, targets and service standards.
3. Prepare routine and standard correspondence on a range of issues, making amendments as appropriate to the individual circumstances.
4. To enter and maintain appropriate records onto the relevant systems, assisting with the production of statistics and management information as required.
5. To maintain excellent customer service in all areas of work.
6. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues in line with General Data Protection Regulations and Council information governance requirements.
7. To provide appropriate cover for other team members at the place of work.
8. To assist in preparation and dispatch of agendas, minutes and other documents as necessary.

9. To administer a range of procedures relating to the appropriate functional team.
Examples of such work include:

- Dealing with general enquiries.
- Processing bookings and appointments.
- Preparing amendments/variations to documents.
- Maintaining secure and accurate records.
- Processing documentation to meet deadlines.
- Processing records and monitoring input on the corporate systems to ensure information is kept up to date.
- Collation, reporting and basic analysis of management information.
- Taking minutes of meetings as appropriate.
- Observing the Council's health and safety procedures.
- Working in the office and travelling to other sites when required.
- Supporting the coordination of responses to Complaints and Member Enquiries, ensuring that deadlines are monitored and appropriate follow-ups are undertaken.
- Working closely with relevant service managers and colleagues to gather information required to support timely and accurate responses.
- Supporting the organisation and administration of relevant meetings, panels and reviews.
- Organising Daily and Weekly Older People and Disabilities Care Funding Panels, maintaining appropriate trackers and supporting the recording and monitoring of savings arising from panels.
- Supporting the preparation and collation of information for Care Funding Panels.
- Supporting the Service Development Manager with the monitoring and administration of service level agreements and contracts with external providers.
- Supporting the timely and accurate preparation of reports and information for case conferences, panels and reviews.
- Assisting with the collation and presentation of data and management information to support service performance monitoring and continuous improvement.

10. 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. NB: Depending on the professional standard being undertaken, they will be required to spend a relevant period of their time in off-the-job training. 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.
- 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 online and where appropriate offline, of everything learned.

- Building professional relationships with colleagues, Strategic Centre for Talent, Learning and Organisational Development representatives and service users.
 - Developing an understanding of the wider functions of the service and how these contribute to the Council's priorities and outcomes.
11. To support the coordination of responses to Complaints and Member Enquiries, ensuring that deadlines are monitored and appropriate follow-ups are conducted. Work closely with relevant service managers to gather information, monitor progress and support the timely resolution of enquiries.
 12. To undertake specific tasks and projects directed by the Service Development Manager, Assistant Director and Service Managers, supporting the delivery of service priorities and objectives.
 13. To work closely with the team to evaluate service outcomes and identify opportunities for improvement. Support the development and implementation of new initiatives that enhance resident experience, service quality and service impact.
 14. To develop a strong working knowledge of Azeus, Rio, PeopleSafe and Power BI, supporting the effective use of these systems to improve service delivery, record keeping and performance monitoring. Where appropriate, provide basic guidance and support to colleagues in the use of these systems, under the direction of the relevant manager.
 15. To play an active role in team and service meetings by providing relevant updates, presenting appropriate performance data and information, and supporting collaborative decision-making.
 16. To support the Service Development Manager with the management and monitoring of service level agreements and contracts with external providers, including the collation of performance information and relevant documentation.
 17. To support the operational needs of the service by undertaking other duties in line with the objectives of the role and the requirements of the apprenticeship.
 18. To ensure the timely and accurate preparation and collation of reports and information for case conferences, panels and reviews, providing appropriate data and analysis to support decision-making and continued service improvement.
 19. To be a team player, with the ability to work independently, have flexibility and the ability to use own initiative, while recognising when matters should be referred to a manager or more experienced colleague.
 20. To support the Service Development Manager and wider service in maintaining effective service delivery during periods of absence or increased operational demand, escalating urgent or complex matters to the appropriate manager.
 21. To contribute to the identification of service improvement opportunities by reviewing information, feedback and performance data and bringing relevant issues or suggestions to the attention of managers.
 22. To develop effective working relationships with colleagues, service users, partner organisations and other relevant stakeholders, supporting positive communication and effective service delivery.
 23. To comply with all Council policies, procedures and relevant legislation applicable to the role, including requirements relating to equality and diversity, safeguarding, health and safety, confidentiality, information governance and data protection.
 24. To undertake any other reasonable duties consistent with the objectives, responsibilities and development requirements of the apprenticeship.

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.	
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 Application Form/Interview

Demonstrate basic knowledge and commitment to equity, diversity and inclusion in the workplace.	Application Form/Interview
Good knowledge and understanding of the workings of local government, especially within a social care.	Application Form/Interview
Good knowledge and understanding of local authority responsibilities towards vulnerable people.	Application Form/Interview
EXPERIENCE:	
Experience of working efficiently, effectively and accurately.	Application Form/Interview
Basic experience of using Microsoft databases/spreadsheets and word processing.	Application Form/Interview
Experience of dealing effectively with customers face to face and on the telephone.	Application Form/Interview
SKILLS AND ABILITIES:	
Good written and verbal communication skills.	Application Form/Interview
Effective interpersonal skills.	Application Form/Interview
Ability to work effectively as part of a team.	Application Form/Interview
Ability to work on own initiative.	Application Form/Interview
Ability to learn and use new systems quickly.	Application Form/Interview
Ability to prepare simple reports and documents.	Application Form/Interview
Attention to detail	Application Form/Interview
Ability to work to tight timescales and work effectively under pressure; organising tasks and workload independently and to demonstrate accountability in supervision.	Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR:	
Demonstrate a professional approach and commitment to customer service.	Application Form/Interview
Flexible and proactive approach to work.	Application Form/Interview
Able to maintain confidentiality and sensitivity in all circumstances.	Application Form/Interview

Excellent organisational skills and attention to detail.	Application Form/Interview
Focused on achieving core programme objectives, whilst remaining flexible and adaptable to changes in programme requirements.	Application Form/Interview
Good interpersonal skills which are appropriate to working with a range of key stakeholders, including external partners and service users.	Application Form/Interview
Confident, self-motivated, proactive, with a high capacity of work.	Application Form/Interview
OTHER SPECIAL REQUIREMENTS: This post is subject to an enhanced DBS check.	Satisfactory clearance at conditional offer stage