

Job Description and Person Specification

People and Culture Apprenticeship

Job Details	
Grade	People and Culture Apprenticeship
Service	People Services
Location	Friargate, Coventry
Job Evaluation Code	N/A

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>This role will sit within the People and Culture Team and will give an opportunity to work across a variety of diverse projects and activities relating to: Learning and Development, Employee Recognition, Culture Change, Talent Development and Data Analysis. The role will support the effective delivery of People Services by providing high-quality administrative, organisational and customer service across the above functions. The postholder will assist in maintaining accurate records and reporting data, promotion and marketing across social media and the intranet, respond to enquiries, and contribute to the continuous improvement of our service, while working towards the level 3 Apprenticeship Standard.</p>

Key Responsibilities and Accountabilities	
As an apprentice you will receive training and support to undertake the following tasks:	
Undertaking research and benchmarking on a range of topics to make evidence-based decisions to help create online virtual and face-to-face learning & talent development programmes.	
Acting as a point of contact, monitoring a dedicated inbox and responding to enquiries.	
Giving advice based on the varied work being undertaken and creating innovative solutions to any issues raised.	
Building effective relationships with a range of internal and external stakeholders to support on our diverse and varied People and Culture workstreams and people related elements of our work.	
Creating, developing and maintaining the People and Culture internet pages, ensuring accessibility and inclusivity for all employees.	
Improve the People and Culture online presence by helping shape eye-catching social media content and championing creative ways to promote our projects, events and services across multiple platforms.	
Marketing and promoting training programmes throughout the year, including monitoring the uptake of training to analyse diversity and inclusion of under-represented groups.	
Gaining effective feedback to analyse data and assess the impact and added value to the Council.	
Working towards and completing a level 3 Apprenticeship Standard.	
Any other duties and responsibilities within the range of the salary grade.	

Key Relationships			
External:	External Training Providers External and Internal Partners Professional Networks	Internal:	People & Culture colleagues People Services colleagues All other Council services and colleagues

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> • carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines. • attending any training and undertake any development activities that are identified as mandatory/beneficial to their role. • any other duties and responsibilities within the range of the salary grade.

Responsible for
Staff managed by postholder: None

Person Specification	
Requirements	
Knowledge	Knowledge of IT packages and systems: Microsoft word packages, spreadsheet data entry, and record keeping.
Knowledge	Knowledge of equal opportunities in the workplace.
Knowledge	Knowledge and interest in the range of People Services work.
Skills And Ability	Competent in communicating effectively with customers, partners, and stakeholders, sharing information and offering advice when required.
Skills And Ability	Able to work accurately, pay attention to detail, follow procedures and maintain confidentiality.
Skills And Ability	Competent in digital technologies such as Word, SharePoint, Office 365, OneNote, Excel to analyse data.
Skills And Ability	Good organisational skills with the ability to prioritise work and work accurately to meet a deadline.
Skills And Ability	Able to demonstrate initiative in problem solving.

Experience	Experience of providing excellent customer service either face to face or over the telephone.
Experience	Previous experience of using computer systems.
Experience	Working knowledge and experience of Microsoft Office, including PowerPoint, Word, Excel & Outlook
Experience	Understanding of social media platforms and an interest in digital marketing, with the ability to contribute creative ideas for online promotion.
Qualification	<p>Age at start of Apprenticeship 16-18: GCSE Maths and English at grade 4/C or above, or equivalent e.g. Functional Skills level 2. If not, you will be required to complete level 2 Functional Skills in Maths and English as part of the apprenticeship.</p> <p>Age at start of Apprenticeship 19+: GCSE Maths and English at grade 4/C or above, or equivalent e.g. Functional Skills level 2. If not, you must achieve a minimum a minimum of Functional Skills Entry level 3 as part of the assessment process.</p>
Special Requirements	Ability to complete level 3 qualification.

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? No			
Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:			
Job Title:		Date:	27 March 2026