

Job Description and Person Specification

Role: Early Careers Support Apprentice



Job Description

Job Title	Early Careers Support Apprentice
Grade	Apprentice
Service	People and Culture
Reports to	Workforce Planning and Early Careers Lead
Location	One Friargate/Hybrid
Job Evaluation Code	N/A



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role

To support the Apprenticeships and Early Careers Team to enable the effective delivery of the Apprenticeship and Early Careers Programme.

Working closely with the Workforce Planning and Early Careers Lead, Apprenticeship and Career Pathways Advisors, and a number of other internal and external partners you will provide a variety of administrative and project support related to apprentice recruitment, training and promotion.

Main Duties & Key Accountabilities

As an apprentice you will receive training and support to undertake the following tasks:

- Ensuring the team's internal apprentice tracker is regularly updated, chasing missing information from apprentices, managers, and training providers.
- Sending and monitoring responses to a variety of evaluation surveys.
- Running reports to obtain required HR information.
- Contacting candidates to book on to assessments and pre-interviews.
- Quality checking data to ensure consistency and reliability.
- Liaising with training providers to add new apprentice records and approve funding.
- Monitoring the team's e-mail inbox and responding to queries.
- Recording and reporting on Apprenticeship Team activity.
- Assisting with the running of the Apprenticeship Team's social media accounts.
- Updating the Apprenticeship Team's webpage.
- Booking rooms and ordering supplies for events.
- Uploading apprenticeship vacancies to the National Apprenticeship Service website.
- Liaising with schools, colleges, and other external partners to arrange attendance at various events.
- Attending careers fairs and other events to promote apprenticeships.
- Contacting apprentices and managers to arrange for the creation of case studies and other promotional materials.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Training providers The National Apprenticeship Service Schools/Colleges	Internal Resourcing Employment Services Wider People & Culture Team
--	---

Standard information

Post holders will be accountable for 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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A
--

Person specification

Job Evaluation Code	N/A			
Knowledge				
<ul style="list-style-type: none">An understanding of the services that are provided by Local Government.				
<ul style="list-style-type: none">An understanding of Apprenticeships and how they are used within an organisation.				
<ul style="list-style-type: none">An understanding of issues relating to equality, diversity, and social inclusion.				
<ul style="list-style-type: none">An understanding of data protection and the importance of confidentiality when working with sensitive data and information.				
<ul style="list-style-type: none">An understanding of the principles of good customer service.				
Skills and Abilities				
<ul style="list-style-type: none">Good IT and Digital skills including the ability to use spreadsheets to filter data for reports.				
<ul style="list-style-type: none">Able to communicate effectively in writing, over the telephone and face to face with customers, partners, and stakeholders.				
<ul style="list-style-type: none">Able to work accurately, pay attention to detail, and follow procedures.				
<ul style="list-style-type: none">Able to work to deadlines.				
<ul style="list-style-type: none">Able to demonstrate initiative in problem solving.				
Experience				
None required.				
Qualifications				
<ul style="list-style-type: none">Maths and English GCSE 4/C or above (Or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of an apprenticeship				
<ul style="list-style-type: none">Ability to complete Level 3 HR Support Apprenticeship Standard				
Special Requirements				
<ul style="list-style-type: none">Must not have already completed the Level 3 HR Support Apprenticeship Standard or be otherwise ineligible to undertake it				
Date Created	October 2023		Date Reviewed	October 2023