

Ealing Apprenticeships

Ealing Apprenticeships provides an excellent opportunity to develop your skills and obtain a greater chance of gaining permanent employment within Ealing Council.

Vacancies

- T1115 – Tree Service Apprentice
- T1116 – Housing Regeneration Apprentice
- T1117 – Claims Apprentice
- T1119 – POD (People and Organisational Development Apprentice)
- T1118 – CORE HR Apprentice
- T1108 – ICT Project Office Apprentice
- T1109 – ICT Desktop Support Apprentice
- T1120 –Service Improvement Apprentice (Parking Services)
- T1121 & T1122 – Neighbourhood Governance Apprentice (two posts)
- T1125 – Adults Finance and Accounting Apprentice
- T1123 – FIS (Family Information Service) Apprentice
- T1124 – Revenues Apprentice

Closing date for applications: 30 September 2010
Screening workshops: 12, 13, or 14 October 2010
Interviews: October/November 2010
Apprenticeships start: January/February 2011

What is Ealing Apprenticeships?

We are looking for enthusiastic and highly motivated young people aged between 16 and 24 who live or go to school in Ealing to join Ealing Apprenticeships. You should be committed to working in the council and striving to meet the needs of a diverse community and be willing to undertake training in a range of skills. Ealing Apprenticeships has been designed to provide opportunities for young people. You will work in one of the councils' service areas and be expected to work towards qualifications to fulfil an apprenticeship framework which includes a National Vocational Qualification at Level 2 in your first year (equivalent of 5 GCSEs at C or above) and Level 3 in your second year (equivalent of 2 A levels).

You do not need special skills, work experience or qualifications. But you do need enthusiasm and to be ready and willing to:

- develop your skills
- work to your full potential
- be a good team member
- deliver the best possible service to the people and communities of Ealing

What you will get:

- a one year training agreement with an optional second year

- a generous training allowance
- work-based learning leading to an apprenticeship
- a chance to add to and develop your existing skills
- invaluable work experience at Ealing Council
- advice on developing your career at Ealing Council or elsewhere

Who can apply?

Please note the following eligibility criteria apply;

1. Applicants must be aged between 16 and 24 years of age (you must be aged 24 years at the point of being made a conditional offer of an apprenticeship).
2. Applicants must fulfil **one** of the following:
 - a) You are resident of the London Borough of Ealing (proof of residency will be checked).
 - b) You currently attend a school in the London Borough of Ealing, or have valid GCSEs obtained at an Ealing school (certificates are valid for three years and will be checked).
 - c) You currently attend a College in the London Borough of Ealing. You may apply if you have obtained A levels, but not if you have a degree (college registration will be checked).
3. Applicants will not have already undertaken an apprenticeship with the Council.

How to apply

You can download an **application form** (word) or contact Ealing Apprenticeships directly: http://www.ealing.gov.uk/services/jobs/ealing_apprenticeship_scheme/

Email: apprenticeships@ealing.gov.uk

Tel: (020) 8825 6234.

Additional Support with applications for those with disabilities:

We positively welcome applications from disabled people who are under represented in all areas of the council. If you have a disability and would like support with completing an application for one of the apprenticeship vacancies then you can contact Alison Turrell at Learning Curve:

Tel: (020) 8752 1907

Email turrella@ealing.gov.uk

Additional Support with applications:

If you are claiming benefits and would like an advisor to help you, contact Ealing Jobcentre Plus tel: (020) 8258 3090.

If you are aged 16-19 (or up to age 25 if you have learning difficulties or a disability) you can also find new vacancies at Connexions (020) 8231 6900 where you can also speak to an advisor about applying and interview support.

Further information

Ealing Apprenticeships guide:

- [Ealing apprenticeships guide](#) (pdf)



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- www.apprenticeships.org.uk - general information on apprenticeships
- Connexions Service: apprenticeship vacancies with employers across West London. (020) 8231 6900. You can also speak to an advisor about making applications and interview support.
- Jobcentre Plus: training opportunities across London on offer for those on benefits, contact (020) 8258 3090
- Information on services and activities for young people in the borough of Ealing: www.younggealing.co.uk
- [Way to Work: apprenticeship vacancies](#)
- www.younggealing.co.uk - information on services and activities for young people in the borough of Ealing

Tree Service Apprentice

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1115

The Tree Service is responsible for the maintenance of all Council owned and managed trees. This includes the direct responsibility for over 27,000 street trees and 15,000 park trees. The role of the apprentice will be to provide support to officers, and to develop an understanding of tree management.

Job Description:

- Shadowing Tree Officers and undertaking the inspection of trees.
- To develop an understanding of trees and the knowledge required to identify different species for identification
- Filing, faxing, photocopying, archiving and shredding.
- Updating databases, spreadsheets and standard letters as directed.
- Learning to monitor and extract simple data and prepare reports.
- Eventually learning to take minutes of meetings.
- Opening, sorting and distributing mail on behalf of the department.
- Sending and receiving emails on behalf of the department.
- Producing basic documents using Word and designing documents in Excel.
- Collating, and distributing information or materials.
- Answering telephones, taking messages, dealing with queries, relating to tree services.
- Retrieving documents from archives, scanning then returning information to files.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills & Abilities required:

1. Good communication skills with clear spoken and written English.
2. Able to work flexibly as part of a team, asking for and giving support as needed.
3. Good knowledge of Microsoft Office and the Internet.
4. Able to use own initiative and learn to prioritise workload.
5. Well presented with a smart appearance.
6. Aware of equality / diversity and health and safety.
7. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.
8. Able to understand and respect the importance of confidentiality within the workplace, and work to Ealing Council policies.
9. A level of good physical fitness in order to undertake walked inspections on a range of different terrains.
10. Ability to use public transport when working independently.

Closing date: 30 September 2010

Housing Regeneration Apprentice

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1116

The Housing Regeneration team is leading an exciting investment and regeneration programme to transform many of its housing estates. The team seek to transform parts of the borough that need significant investment, care and attention. These transformations will enhance the economic, social prosperity and quality of life for residents. The team require an apprentice to help support with the delivery investment and regeneration programme.

Job Description:

- Filing, faxing, photocopying and archiving.
- Updating spreadsheets and standards letters as directed.
- Eventually learning to take minutes of meetings.
- Sending and receiving emails on behalf of the department.
- Producing basic documents using Word, PowerPoint and Excel.
- Using mail merge to create and send mail shots.
- Answering and making telephone calls, taking messages and dealing with queries.
- Assisting to organise and attend consultation events
- Assisting in setting up meetings and events, meeting rooms, equipment and refreshments.
- Meeting and greeting personal callers.
- To accompany and assist the manager, or team leader at internal and external meetings.
- Opening, sorting and distributing the mail on behalf of the department.
- Ensuring that good practice, customer care and health and safety are fully blended into day-to-day activities.
- Helping to carry out surveys with residents

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills and Abilities required:

1. An interest in housing and community related projects.
2. Able to understand the importance of confidentiality within the workplace.
3. Able to deal professionally with the public and telephone callers.
4. Accurate with excellent attention to detail.
5. Able to deal with complex, challenging and sensitive work.
6. Able to follow instructions and work to deadlines
7. Good communication skills with clear spoken and written English.
8. Good knowledge and understanding of MS Office, html, and Windows Operating Systems.
9. Able to work flexibly as part of a team, asking for and giving support as needed.
10. Able to use initiative and learn to prioritise own workload.
11. Aware of equality and diversity and health and safety.
12. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

Closing date: 30 September 2010

Claims Apprentice

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch
(3 Days per week – Insurance Section, 2 Days per week – Prosecutions Service)

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1117

The Insurance Section defends claims brought against the Council, as well as arranging insurance cover for the Council's assets. The insurance teams' function is a corporate one where all departments and local authority schools are provided with a service. The successful apprentice will work to support the Insurance Section to protect the Council's assets and to provide value for money.

Job Description:

- Processing insurance claims.
- Preparing papers for prosecution trials.
- Maintaining client and case records.
- Filing, faxing, photocopying, archiving and shredding.
- Opening, sorting, and distributing the mail on behalf of the department.
- Answering telephones, taking messages, ensuring they are passed on appropriately and dealing with simple queries.
- Eventually taking minutes of meetings as identified.
- Updating the office databases, spreadsheets and standard letters as directed.
- Sending and receiving emails on behalf of the department.
- Collating, and distributing information or material.
- To accompany and assist the Insurance Manager, or staff at internal or external meetings.
- To accompany and assist the Prosecution Officer at court.
- To work with all the team in relation to the services.
- Inputting and extracting information using insurance and prosecutions databases.
- Eventually assisting in the provision of statistical data on prosecutions.
- Assisting in preparing and setting up meetings and events.
- Ensuring that good practice, customer care and health and safety are fully blended into day-to-day activities.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills & Abilities required:

1. Able to understand and respect the importance of confidentiality within the workplace, and work to Ealing Council policies.
2. Good communication skills and clear spoken and written English.
3. Able to deal professionally with the public and telephone callers.
4. Accurate basic keyboard skills, knowledge of Microsoft word, excel and outlook.
5. Able to work flexibly within a team, asking for and giving support as needed.
6. Accurate, numerate and meticulous with good attention to detail.
7. Able to follow instructions and work to deadlines.
8. Able to deal with complex, challenging and sensitive work.
9. Aware of equality/diversity and health and safety.
10. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

This position requires an Enhanced Criminal Record Bureau Check and Enhanced Vetting

Closing date: 30 September 2010

POD (People and Organisational Development) Apprentice

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1119

People and Organisational Development are part of Core HR who provide training and support for employees of the Council. This role includes providing administrative support to the People and Organisational Development Team and assisting with a number of projects.

Job Description:

- Providing administrative support to the People and Organisational Development Team.
- Filling, faxing, photocopying, and sending/receiving emails on behalf of the team.
- Answering calls, taking messages, and dealing with queries.
- Contacting organisations, training providers, and employers to ask for or give information on behalf of the team and other internal and external HR customers.
- Eventually representing the team at Borough and external events.
- Assisting in projects and events.
- Using mail merge and sending out mail shots using Microsoft Office Word to produce documents.
- Setting up spreadsheets using Excel and using database to maintain and monitor information and records.
- Using Microsoft Office PowerPoint to prepare and produce presentations.
- Organising meetings, greeting visitors, and organising refreshments.
- Attending, and eventually taking minutes of meetings.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills & Abilities required:

1. Positive attitude to work and working with others.
2. Good communication skills with clear spoken and written English.
3. Able to deal professionally with public and telephone callers.
4. Accurate with excellent attention to detail.
5. Able to deal with complex, challenging and sensitive work.
6. Able to follow instructions and work to deadlines.
7. Good knowledge and understanding of Microsoft Office, email and the internet.
8. Able to work flexibly as part of a team, asking for and giving support as needed.
9. Able to use initiative and learn to prioritise own workload.
10. Aware of equality and diversity, health and safety, and customer care.
11. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

This position requires an Enhanced Criminal Record Bureau Check and Enhanced Vetting

Closing date: 30 September 2010

Core HR Apprentice

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1118

Core HR ensures that the council improves its capacity in the area of strategic HR support. It consists of a variety of different functions including; HR consultancy (including schools), Recruitment Retention and Reward, People and Organisational development, and HR Improvement, Innovation and Information. All these teams provide specific services widely. This role is to provide administrative support to the Core HR Business Management Team and assisting in a number of council wide projects.

Job Description:

- Provide administrative support to the Core HR Business Management Team.
- Filling, faxing, photocopying, and sending/receiving emails on behalf of the team.
- Answering calls, taking messages, and dealing with queries.
- Contacting organisations, training providers, and employers to ask for or give information on behalf of the team and other internal and external HR customers.
- Eventually representing the team at Borough and external events.
- Assisting in projects and events.
- Using mail merge and sending out mail shots using Microsoft Office Word to produce documents.
- Setting up spreadsheets using Excel and using database to maintain and monitor information and records.
- Using Microsoft Office PowerPoint to prepare and produce presentations.
- Organising meetings, greeting visitors, and organising refreshments.
- Attending, and eventually taking minutes of meetings.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills & Abilities required:

1. Positive attitude to work and working with others.
2. Good communication skills with clear spoken and written English.
3. Able to deal professionally with public and telephone callers.
4. Accurate with excellent attention to detail.
5. Able to deal with complex, challenging and sensitive work.
6. Able to follow instructions and work to deadlines.
7. Good knowledge and understanding of Microsoft Office, email and the internet.
8. Able to work flexibly as part of a team, asking for and giving support as needed.
9. Able to use initiative and learn to prioritise own workload.
10. Aware of equality and diversity, health and safety, and customer care.
11. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

This position requires an Enhanced Criminal Record Bureau Check and Enhanced Vetting

Closing date: 30 September 2010

ICT Project Office Apprentice

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1108

Job Description: Service Ealing (SERCO) is part of the Ealing Business Services Group, the department work to provide ICT solutions across the council. This role will be to provide administrative assistance within the Project Management Office.

Job Description:

- Updating spreadsheets and standard letters as directed.
- Eventually learning to take minutes of meetings.
- Sending and receiving emails on behalf of the department.
- Producing basic documents using Word, PowerPoint and Excel.
- Answering and making telephone calls, taking messages and dealing with queries.
- Assist with procurement of IT equipment.
- Assisting in setting up meetings and events, meeting rooms and equipment.
- Meeting and greeting personal callers.
- To accompany and assist the Project Managers, at internal and external meetings.
- Ensuring that good practice, customer care and health and safety are fully blended into day-to-day activities.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills & Abilities required:

1. Able to understand the importance of confidentiality within the workplace.
2. Able to deal professionally with the customer and telephone callers.
3. Accurate with excellent attention to detail.
4. Good organisational skills.
5. Able to deal with complex and challenging work.
6. Able to follow instructions and work to deadlines
7. Good communication skills with clear spoken and written English.
8. Good knowledge and understanding of MS Office, html, and Windows Operating Systems.
9. Able to use initiative and learn to prioritise own workload.
10. Aware of equality and diversity and health and safety.
11. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

This position requires an Enhanced Criminal Record Bureau Check and Enhanced Vetting

Closing date: 30 September 2010

ICT Desktop Support Apprentice

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1109

Service Ealing (SERCO) is part of the Ealing Business Services Group, the department work to provide ICT solutions across the council. This role will be to provide third line desktop support and solutions to Ealing Council departments and employees.

Job Description:

- Dealing with a wide range of people in a variety of settings.
- Eventually learning to take minutes of meetings.
- Resolving desktop and laptop issues.
- Producing basic documents using Word, PowerPoint and Excel.
- Answering and making telephone calls, taking messages and dealing with queries.
- Understanding of how to organise and prioritise a workload.
- Meeting and greeting personal callers.
- To accompany and assist the Project Managers at internal and external meetings.
- Ensuring that good practice, customer care and health and safety are fully blended into day-to-day activities.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills & Abilities required:

1. Able to understand the importance of confidentiality within the workplace.
2. Able to deal professionally with the customer and telephone callers.
3. Accurate with excellent attention to detail.
4. Good organisational skills.
5. Able to deal with complex and challenging work.
6. Able to follow instructions and work to deadlines
7. Good communication skills with clear spoken and written English.
8. Good knowledge and understanding of MS Office, html, and Windows Operating Systems.
9. Able to use initiative and learn to prioritise own workload.
10. Good team ethic
11. Aware of equality and diversity and health and safety.
12. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

This position requires an Enhanced Criminal Record Bureau Check and Enhanced Vetting

Closing date: 30 September 2010

Service Improvement Apprentice (Parking Services)

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1120

Parking Services are responsible for the enforcement of parking in the borough of Ealing. The service deals with issuing penalty charge notices, parking permits and vouchers and responding to correspondence. The larger team also work on projects to improve the services delivered and reduce overall expenditure of the department. This role will be to support the Project Manager with a number of cost saving projects.

Job Description:

- Providing business administration support to Project Managers
- Filing, faxing, photocopying and archiving.
- Sending and receiving emails on behalf of the department.
- Receiving, sorting and distributing the post for the team.
- Answering telephones, taking messages and dealing with simple queries.
- Updating and maintaining the in-house database.
- Updating and sending standard letters and memos using Word.
- Ensuring that all customer correspondence and communications are recorded
- Providing general support where required to other members of the team.
- Ensure that good practice, customer care, and health and safety are fully blended into day-to-day activities.
- Eventually managing the web content for parking services internet pages

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills and Abilities required:

1. Good communication skills with clear spoken and written English.
2. Accurate basic keyboard skills, knowledge of Microsoft Word, Excel and Outlook.
3. Able to work flexibly within a team, asking for, and giving support as needed.
4. Accurate, and meticulous with good attention to detail.
5. Aware of equality and diversity, and health and safety.
6. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

Closing date: 30 September 2010

Neighbourhood Governance Apprentice (two posts)

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch and occasional evening work to assist with events

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1121 & T1122

The Neighbourhood Governance team supports elected ward councillors and enables local residents to influence decisions that affect them, through ward forums. There are four main areas of work; engaging residents in local issues, acting as an informal consultation forum, acting as a formal consultation body and providing comments, and overseeing the allocation and implementation of £40k project spend per ward. This role is to support the Neighbourhood Governance team with administrative duties and projects.

Job Description:

- Learning to monitor reports
- Answering calls, taking messages, and dealing with queries.
- Contacting organisations, community groups, traders associations, residents and young people to ask or give information on behalf of the team.
- Eventually representing the team at Borough and external events.
- Assisting and eventually running projects and events.
- Using mail merge and sending out mail shots.
- Filing, faxing and archiving
- Updating spreadsheets
- Sending and receiving emails on behalf of the department
- Producing basic documents using Word, PowerPoint and Excel
- Publishing to Ealing Ward Forums web pages
- Setting up spreadsheets using Excel and using databases to maintain and monitor information and records.
- Organising meetings, greeting visitors, and organising refreshments.
- Attending, and eventually taking minutes of meetings.
- Learning to monitor and extract simple data and prepare reports.
- Collating and distributing information or material.
- Assisting in setting up meeting room equipment.
- Eventually engaging with local community members of all ages to encourage them to participate in their local ward forums.
- Eventually accompanying officers at external events

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills & Abilities required:

1. Able to work flexibly as part of a team, asking for and giving support as needed.
2. Positive attitude to work and working with others.
3. Good communication skills with clear spoken and written English.
4. Able to deal professionally with public and telephone callers.
5. Accurate with excellent attention to detail.
6. Able to deal with complex, challenging and sensitive work.
7. Able to follow instructions and work to deadlines.
8. Able to use initiative and learn to prioritise own workload.
9. Aware of equality and diversity and health and safety.
10. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.
11. Accurate basic keyboard skills, knowledge of Microsoft Office, and the internet

This position requires an Enhanced Criminal Record Bureau Check

Closing date: 30 September 2010

Adults Finance and Accounting Apprentice

Location: Central Ealing

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1125

The adults finance and accountancy section monitor and forecast spend on behalf of Corporate Resources. The section have to comply with corporate statutory regulations working to deadlines, producing information that is reported to Corporate Board, heads of service and directors. This role is to support the team with financial and administrative duties.

Job Description:

- Filing, faxing, photocopying and archiving.
- Updating spreadsheets and standard letters as directed.
- Taking telephone messages.
- Assisting accountants with administration duties for major projects.
- To accompany and assist accountants at internal meetings.
- Setting up spreadsheets using Excel and using databases to maintain and monitor information
- Ensure that good practice, customer care and health and safety are fully blended into day-to-day activities.
- Eventually working on detailed reports and completing trend analysis and business modelling
- Collating and distributing information or material
- Learning to monitor and extract simple data

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills & Abilities required:

1. An interest in numbers or mathematics
2. Able to understand the importance of confidentiality within the workplace.
3. Able to deal professionally with the public and telephone callers.
4. Accurate with excellent attention to detail.
5. Able to deal with complex, challenging and sensitive work.
6. Able to follow instructions and work to deadlines
7. Good communication skills with clear spoken and written English.
8. Good knowledge and understanding of MS Office, html, and Windows Operating Systems.
9. Able to work flexibly as part of a team, asking for and giving support as needed.
10. Able to use initiative and learn to prioritise own workload.
11. Aware of equality and diversity and health and safety.
12. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

This position requires an Enhanced Criminal Record Bureau Check and Enhanced Vetting

Closing date: 30 September 2010

FIS (Family Information Service) Apprentice

Location:

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1123

The Family Information Service is a free and confidential service providing impartial advice and information for 0 – 19 years olds in the borough. The successful apprentice will support the team in the promotion and delivery of these services.

Job Description:

- Filing, faxing, photocopying (sometimes long runs), and archiving.
- Opening, sorting and distributing mail on behalf of the department.
- Sending and receiving e-mails on behalf of the department.
- Occasionally assisting colleagues with external events.
- Answering telephones, taking messages and dealing with simple queries.
- Updating the office database, spreadsheets and standard letters as directed.
- Using Mail merge to create and send mail shots.
- Collating, and distributing information or material.
- Ensuring the safe and secure movement of documentation and files between various locations.
- To ensure that good practice, customer care and health and safety are fully blended into day-to-day activities.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills and Abilities required:

1. Able to understand and respect the importance of confidentiality within the workplace, and work to London Borough of Ealing policies.
2. Good communication skills with clear spoken and written English.
3. Able to work flexibly as part of a team, asking for and giving support as needed.
4. Accurate, and meticulous with excellent attention to detail.
5. Smart appearance maintained at all times.
6. Accurate basic computer skills, knowledge of MS Word, and Excel.
7. Aware of equality / diversity and health and safety.
8. Able to understand the importance of being punctual and the impact that absence has on the effectiveness of the team.

This position requires an Enhanced Criminal Record Bureau Check

Closing date: 30 September 2010

Revenues Apprentice

Location:

Hours of work: 35 hours per week: 9am-5pm, Monday-Friday with 1 hour lunch

Annual holiday entitlement: 24 days paid holiday per year plus 3 additional days

Training allowance: £160 per week (reviewed after 6 months)

Ref: T1124

The Revenues Section is responsible for all billing, administration and collection of a variety of income streams including Council Tax, Business Rates and Sundry debt. They are looking for an enthusiastic and responsible apprentice willing to learn and support the team, in the delivery of their services.

Job Description:

- Filing, faxing, photocopying, and sending/receiving e-mails on behalf of the department.
- Answering calls, taking messages, and dealing with queries.
- Photocopying, archiving and shredding
- Able to operate effectively within a team to cover workload of the other team members.
- To build a professional relationship with other sections within the Council where required
- Setting and updating spreadsheets (using Microsoft Excel) and databases, Maintaining and monitoring information and records.
- Able to acquire new skills and knowledge, with a commitment to learning. e.g. learning to use the computer systems to view extract and update information.
- Producing basic documents using Word and Excel.
- Data inputting and extracting information
- To gain an understanding of the varying procedures and legislation governing the recovery of debt
- To ensure that good practice, customer care and equal opportunities are fully blended into day-to-day activities.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills and Abilities required:

1. Good written and verbal presentational skills and ability to present financial information in a meaningful way (e.g. User friendly spreadsheets)
2. Good communications skills and clear spoken and written English
3. Able to deal professionally with the public and telephone callers.
4. Accurate, numerate and meticulous with good attention to detail.
5. Able to understand the basic accounting principles e.g. debits and credits.
6. Able to deal with complex, challenging and confidential work.
7. Able to follow instructions and work to deadlines.
8. Accurate basic to intermediate MS office and Internet surfing skills.
9. Able to work flexibly as part of a team, asking for and giving support as needed.
10. Able to use initiative and learn to prioritise own workload.
11. Accurate, numerate and meticulous with good attention to detail
12. Aware of equality and diversity and health and safety.
13. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team effectiveness of the team.

This position requires Enhanced Vetting

Closing date: 30 September 2010

