

Communities Support Apprentice

Salary and hours: £18,328 - £19,099 per annum, average 37 hours per week

Contract type: 2-year fixed term

Location: Thorpe St Andrew, Norwich and Long Stratton

Are you looking to kick-start your career working with the community?

Role snapshot

While studying towards a level 3 Business Administration apprenticeship, you will gain plenty of practical experience in delivering events and projects which are designed to have a positive impact on the lives of the residents of Broadland and South Norfolk.

What you could be part of

The Communities team provides a range of services for residents which include engaging with community groups, delivering a highly regarded holiday scheme for young people, providing physical activity opportunities for those with stable health conditions, building bespoke support packages for vulnerable people, facilitating grant programs, processing information for Assets of Community Value (ACV) and enabling a variety of events to take place.

The team puts the resident first. Our aim is to enable communities to flourish, and the administration of our various engagement projects is key to this.

Working at the Council enables you to be part of an organisation which is proud to deliver high-quality, customer focussed services. Our success comes from us being commercially astute and business-like. Continuous improvement is also vital, and we challenge ourselves to develop new and innovative ways to improve services that make a real difference to people's lives.

What you will be doing

- Supporting the planning, preparation and marketing of various community engagement projects.
- Helping to deliver projects and events in the community including school holiday sessions for children and young people.
- Work within the Early Help hub, acting as the first point of contact to residents who may be vulnerable; offering a bespoke support package depending on their needs.
- Assisting with administration including financial tasks, taking bookings, maintaining records and filing.
- Responding to a wide range of queries via telephone, in writing and face to face.

You must have

- Four GCSEs (A – C / 4 – 9) / Level 4 including Maths and English (or equivalent).
- Demonstrable experience of working with children and/or young people.
- The ability to work within a varied team as well as evidencing capability to work independently.
- Experience of completing set tasks, following procedure and using initiative when required.

- The ability to demonstrate good customer service as well as professional communication skills that you can adapt to the required audience.
- The desire and commitment to study for and undertake required training.
- A current driving licence

What's in it for you...

Our package includes:

- 25 days holiday increasing to 28 days after 5 years service plus bank holidays (pro-rata for part time employees)
- Opportunity to work your hours flexibly to improve your work life balance (where operationally possible)
- Employer pension contributions of 15% with the option to make additional voluntary contributions
- Access to our One Team Rewards scheme including discounts in high street shops and restaurants, employee assistance programme and car lease scheme – with more to come!
- Payroll giving scheme
- Regular reviews with your line manager, develop a personal development plan, as well as opportunities to undertake training
- Compassionate leave and sickness entitlement for times of need
- Support towards volunteering days in the community and encouragement to be involved with fun activities to raise money for local and national charities.

Please note that we can only consider applicants for this role who are over the age of 17 due to rules relating to working with children and young people. This post is subject to a satisfactory enhanced criminal record check. Warner style questions will be asked at interview.

If you have questions about the role, please contact Nicola Pye on 01603 430538 or Julie Ringer on 01508 533642.

Please apply online for this role via our [website](#).

Closing date: 7th August 2022

Interview date: Monday 15th August 2022