



# GET AHEAD

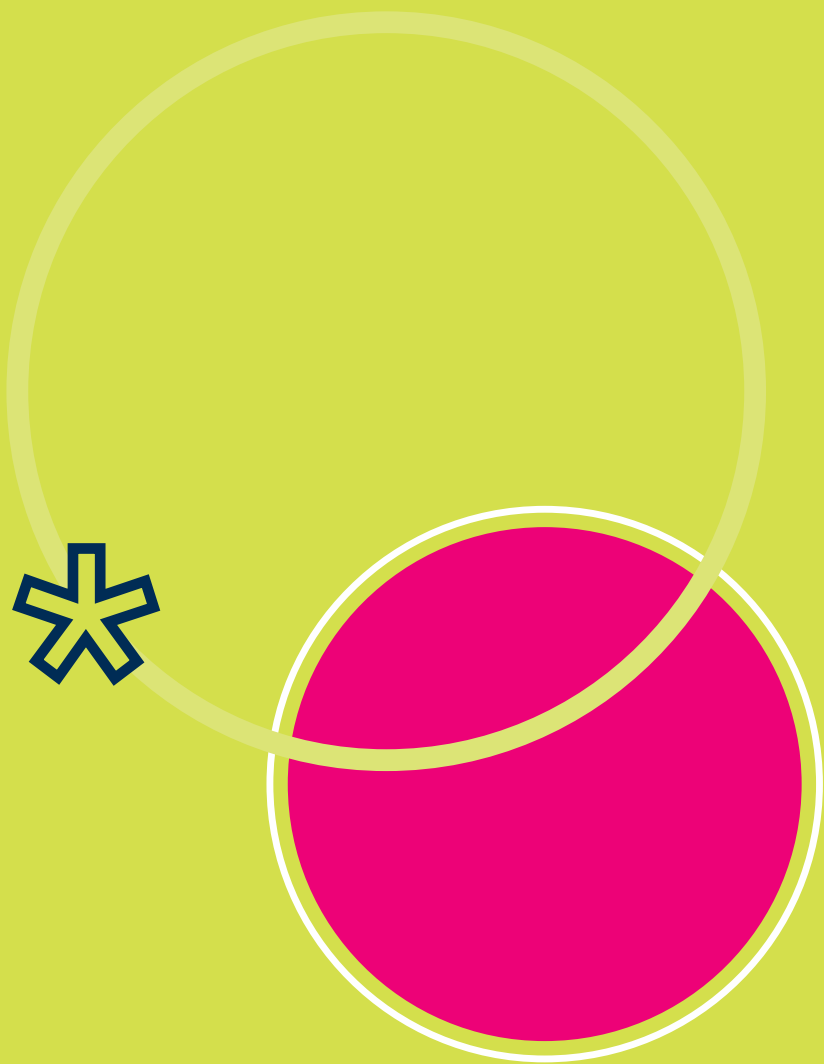
*IT'S YOUR FUTURE*

APPRENTICESHIPS WITH THE  
ROYAL BOROUGH OF KINGSTON  
UPON THAMES



*be* who *you* want to be





## A MESSAGE FROM THE CHIEF EXECUTIVE



Thank you for showing interest in working with The Royal Borough of Kingston upon Thames through our apprenticeship scheme for 16 – 24 year olds.

This booklet will aim to provide you with the information you need to understand the scheme and decide whether it is the right decision for you.

Working within one of the Council's service areas, you will gain invaluable experience, backed up by a training programme which will lead to a National Vocation Qualification (NVQ) at levels 2 and 3 in a range of sectors.

We are looking for people aged 16 – 24 who show dedication, enthusiasm, and a willingness to learn. In return you'll be offered a fully funded training programme tailored to suit your needs and an opportunity to gain a relevant work based qualification as part of a year long apprenticeship programme.

Take a look at this booklet to find out how apprenticeships work at Kingston Council. If you have any further questions, please do not hesitate to contact the Apprenticeship Recruitment and Development team:

### **Apprenticeship Recruitment and Development Team**

Room 157

Guildhall 2

High Street, Kingston upon Thames

KT1 1EU

020 8547 5170

[apprenticeships@rbk.kingston.gov.uk](mailto:apprenticeships@rbk.kingston.gov.uk)

Good luck with your application

A handwritten signature in black ink that reads "Bruce McDonald". The signature is written in a cursive, flowing style.

**Bruce McDonald**

Chief Executive

The Royal Borough of Kingston upon Thames

# ABOUT THE SCHEME

The Royal Borough of Kingston upon Thames is fully committed to providing opportunities for young people to develop themselves, through real and varied job roles across the Council.

Being part of the apprenticeship scheme could be your first step on the road to a successful future within an organisation responsible for providing a diverse range of excellent services for our residents.

The programme means you can earn while you learn; developing your skills whilst displaying your talent through hands on experience.

We have an intake of apprentices at various points throughout the year, and the apprenticeships normally last 10 - 14 months. In some cases there will be an opportunity to extend your apprenticeship or move into a fixed term or permanent job within the Council.

Take a look at our recruitment website to find out the latest closing date deadline: [www.kingston.gov.uk/apprenticeships](http://www.kingston.gov.uk/apprenticeships)

## CHARLOTTE FULLER, AGED 19



*"I first heard about the apprenticeships on offer at the Council from a Connexions adviser. I realised that college was not for me, but still wanted to learn new skills and develop myself as a person. Doing an apprenticeship has offered me a really good insight into the world of work. I feel like I am a step ahead of the game – I've got the experience that employers are looking for, which is backed up by a recognised qualification".*

## WHAT JOBS ARE AVAILABLE?

We will be offering three core apprenticeships:

### **Business Administration**

Part of the role of a business administration apprentice could include typing meeting minutes, working on spreadsheets, faxing, emailing, photocopying confidential documents and working on financial information. Apprenticeship roles within business administration will require individuals to have a strong sense of accuracy, a high degree of responsibility and possess a can-do attitude.

### **Customer Service**

As a customer service apprentice, you'll be ensuring that customers are dealt with in a positive, efficient and friendly way. This could be through a variety of different means – face to face, via email, phone or fax. There'll also be a range of customer queries – from complaints to advice, feedback to enquiries. We require individuals who are able to listen, communicate effectively, identify solutions and deliver outstanding service to every customer.

### **Information Technology (IT)**

The demand for ICT has never been greater. As an IT apprentice at Kingston Council, you'll be able to develop and enhance your skills and abilities in an environment that is fast paced and ever changing. You'll need to be energetic, enthusiastic and ready for a challenge.

**In addition to Business Administration, Customer Service and IT, there are also other specialist apprenticeship opportunities on offer within the Council. Go to the apprenticeships website to find out more.**





*The Royal Borough provides an exciting and challenging place to work where talent, hard work and commitment are rewarded.*

*As one of the leading employers in the area we offer a wide selection of job opportunities in a broad range of disciplines.*



## SOPHIE MATHIESON, AGED 20

*"I started working for the Council in December 2008, studying for an apprenticeship in Business Administration. I have already picked up a wide range of skills since joining and I'm learning new things all the time. It's been a great experience. It's been hard work, but I really enjoy it. I am gaining a qualification, developing my career and making my own money! I hope to be able to start my level 3 apprenticeship soon and progress through the organisation".*



## NO TWO APPRENTICES ARE THE SAME, AND THAT GOES FOR THE ROLES THEY DO TOO

At Kingston Council, we are responsible for a wide and diverse range of services; including schools, roads, housing, planning, social work and trading standards. Whichever department you are placed within, the Council guarantee you a great opportunity to gain valuable skills, knowledge and experience that will help you take your first steps to progressing your career.



*There are a whole range of service areas you could work within at the Council, everything from:*

- *Administration to Accounting*
- *Parking to Planning*
- *Housing to Human Resources*
- *Libraries to Legal Services*
- *Building Control to Business Support*
- *Customer Services to Communications*

*and much more!*

*Apprenticeships are more than just a qualification:*

- *You will develop a range of work-related skills*
- *You get paid as you learn*
- *You get hands-on work experience*
- *You will learn how to work in a team*
- *You will have the experience to add to your qualification*



# WHAT'S IN IT FOR YOU?



The apprenticeship scheme involves employment, training, education and work experience. See below for further details on the benefits of becoming an apprentice at Kingston Council.

## EARN WHILE YOU LEARN

As an apprentice at the Council, you'll get the best of both worlds. You'll get practical first hand experience, which will be supported by a bespoke training programme.

## A GENEROUS EMPLOYMENT PACKAGE

As an apprentice, you will be entitled to a generous 22 annual leave days plus 8 statutory days. You'll also be able to join our pension scheme when you start and will be entitled to some fantastic corporate discounts.

To support you during the programme, we will be giving you a training allowance. This will increase incrementally as you progress through the scheme.



LEVEL 2 APPRENTICE	LEVEL 3 APPRENTICE
Initial starting salary would be £160 per week	If you go on to undertake a level 3 apprenticeship, the starting salary would be £200 per week
After 6 months and on satisfactory completion of your NVQ assessments, this will rise to £175 per week	After 6 months and on satisfactory completion of your NVQ assessments, this rate will rise to £215 per week

## THE TRAINING SCHEME

You will undertake a work-based qualification with one of our training providers. This will fit in with your interests, abilities and work placement. Apprenticeships will last for between 10 – 14 months and will incorporate the following elements:

**A) NVQs (or an equivalent qualification)**

- NVQ Level 2 – Equivalent to 5 GCSEs at grades A-C
- NVQ Level 3 – Equivalent to 2 A Levels

**B) Key Skills** – e.g. communication, application of number, etc. (the level of skill is dependent on the apprenticeship area).

**C) Technical Certificate**

You'll attend workshops, complete online courses and undertake college work to get your qualifications.

## PERSONAL AND PROFESSIONAL DEVELOPMENT

You will also be able to attend in-house training courses – these are courses organised by the Council and will help you in the work you are doing and in your future career plans.

There will be opportunities for you to undertake work experience across other areas of the Council, to allow you to develop your skills and abilities.

The Royal Borough of Kingston upon Thames will offer bespoke training and development days tailored to you and the other apprentices.

When you join the Council, you will be allocated to a workplace assessor (to support you on work and training related issues), a mentor (to support you on work and career related issues) and a buddy (this will be a recent apprentice who can offer advice and support on their experiences of life in the Council).



*Apprenticeships can be demanding but they are very rewarding. You will get trained up in the skills that employers want. When you have completed your training programme, the world is your oyster – you can carry on working, maybe get promoted or go on to higher education in a college or university.*

## PROBATIONARY PERIOD

We want to provide you with the support you need to get you off to the best possible start at the Council. During your first six months, you will have regular meetings with your manager to discuss how things are going.

As an employee of the Council, you will be subject to an initial probationary period of six months.

You will be expected to demonstrate a commitment to the scheme in terms of:

- Timekeeping
- Team working
- General attitude and behaviour
- Attendance at work and training
- Following the Council's processes and procedures
- Enthusiasm and willingness to learn



## EMPLOYMENT

## AT THE END OF THE SCHEME



We cannot guarantee you a job at the end of your training. However, if your apprenticeship is successful, every effort will be made to help you find a permanent or fixed term position within the Council. Either way, you will have developed highly sought after skills and invaluable work experience during your apprenticeship, which will stand you in good stead when looking for employment either within the Council or externally.

## KINGSTON COUNCIL'S VISION:



We want the borough to be a place:

- Which has a national reputation for being the best place to live and work
- Where residents are confident about the future and think of Kingston Council as a place where things happen
- Where residents consider that the services which matter most are of high quality; and
- Which has an outstanding reputation for innovation, engagement and designing services with their users

**To ensure that we reach our goals, we need to recruit people who are enthusiastic, eager to learn and can demonstrate commitment.**

# WHAT'S NEXT?

If you like what you have read in this booklet and would like to consider applying, follow the next steps:

## 1) Find out more

Take a look at the apprenticeships website, which will provide you with even more information about apprenticeships at the Council.

**Go to [www.kingston.gov.uk/apprenticeships](http://www.kingston.gov.uk/apprenticeships)**

You can also contact the apprenticeship recruitment and development team if you have any queries:

**Phone:** 020 8547 5170

**Email:** [apprenticeships@rbk.kingston.gov.uk](mailto:apprenticeships@rbk.kingston.gov.uk)

## 2) Fill in your application form

This can be found online. Remember to fill in the application form carefully. We will be paying particular attention to:

- Neatness
- Spelling
- Reasons why you are applying
- What you can bring to the Council

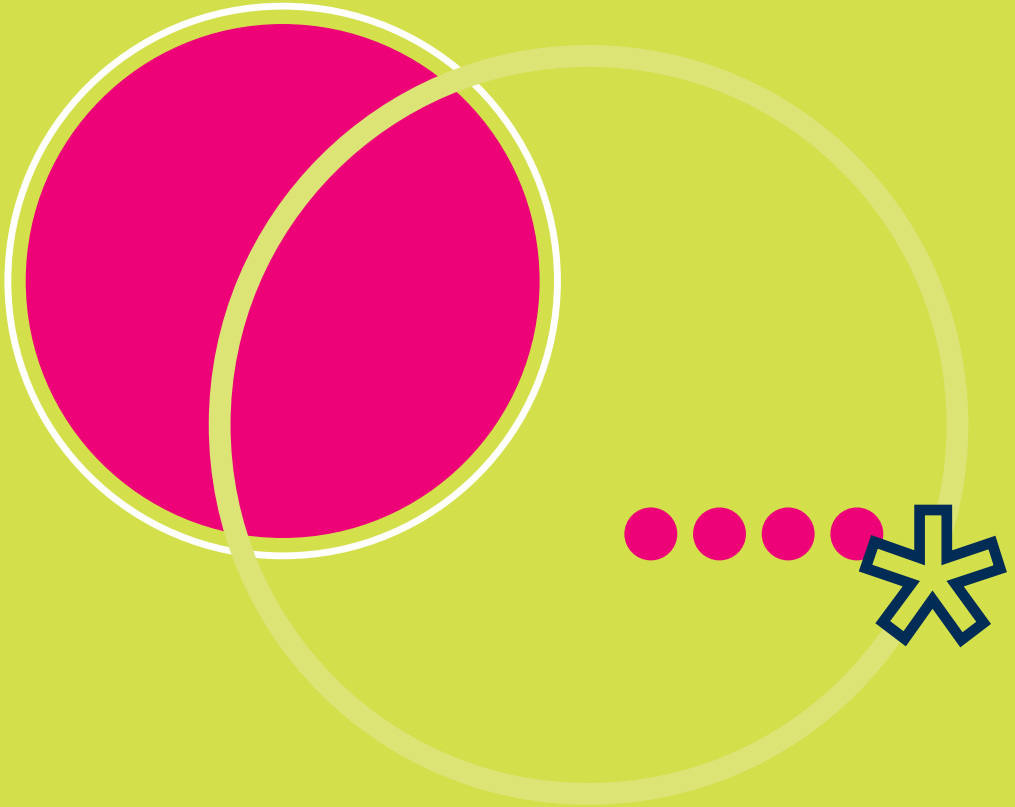
## 3) Pre-Selection Workshop

If your application form is approved, you will be invited to attend a pre-selection workshop. This will involve:

- A simple ability test where you will be asked to complete specific tasks
- An interview where we will find out what skills you can bring to the Council
- An interactive group exercise

## 4) Interview

This final stage will involve meeting your prospective line manager. You'll be able to find out what your roles and responsibilities might be before undertaking a short interview.



We are a Two Ticks employer which means we actively encourage the recruitment, development and retention of disabled people. We guarantee an interview to disabled applicants who meet the minimum criteria for any vacancy. There are various support networks and procedures to make Kingston Council a truly inclusive place to work.

**If you have difficulty reading this document because of a disability or because English is not your first language, we can help you.**

**Please call our helpline on 020 8547 5757 or ask someone to call on your behalf.**

**This document was printed on recycled paper.**

