

## **TRAINEESHIP PROGRAMME**

### **Eligibility Requirements**

A traineeship is a course with work experience that gets you ready for work or an apprenticeship. It can last up to 6 months.

You can apply if you're:

- Aged 16 – 18 years (up to 24 years with an Educational Health Care Plan)
- Eligible to work in England but are unemployed and have little or no work experience
- Looking to move onto an Apprenticeship or employment at the end of the Traineeship
- Qualified below Level 3 but achieved GCSE Grade 3 or above in English and Maths, or achieved Functional Skills Level 1 or above in English and Maths
- Committed to improving your customer service skills
- Committed to developing good ICT/administration skills

### **Main Purpose of Programme:**

- To provide an opportunity of exploring an occupational sector by supporting a range of administrative/customer care duties in a service within Worcestershire County Council/Worcestershire Children First. This placement plays a vital part in supporting the smooth-running of the service with an emphasis on good customer service. This placement may also have responsibility for delegated tasks which can be related to specific projects.
- You'll get a work experience placement and help with English and Maths (if you need it). You won't be paid, but you may be entitled to a Bursary to cover things like travel and meals and can earn achievement bonuses during the programme.
- You will need to be adaptable and flexible to respond quickly and effectively to changing priorities. Will need to be reliable, enthusiastic and have a passion for delivering great customer service and high-quality business support. The placement will enable the Trainee to develop strong communication skills (both written and verbal) and adopt a proactive approach to developing skills along with a positive attitude.

### **Main Programme Duties:**

- To undertake a comprehensive range of administrative/support duties with a regard to sensitivity and confidentiality. This may include minute taking, collating, presenting and dissemination of data/info, maintaining filing systems, organising meetings, enquiries coming into the service (signposting where necessary), production of materials and general financial duties

- May also include providing excellent service to customers including arranging and hosting activities and events
- Meeting clear objectives and deadlines
- Supporting effective administrative tasks
- Liaison and communication with a range of internal and external contacts including members of the public
- Independence and initiative will be required to react to changing priorities and work circumstances with scope for solving day to day problems
- Coordination of activities under the guidance of the Manager/Supervisor
- Using ICT effectively specific to the service: business communication; using email; using scanners and photocopiers; using the telephone
- To maintain personal and professional development

### **General Responsibilities:**

A commitment to gain, or further develop, knowledge and understanding of:

- Transferable vocational skills such as problem solving or time management.
- Key skills and knowledge relevant to the work experience in the service area of the placement
- Customer Service Skills
- Group and Teamwork
- Time Management in a Business Environment
- Health and Safety Procedures in the Workplace
- Problem Solving in the Workplace
- Assist with Supporting Business Meetings

### **Other Duties:**

- Developing and improving personal and professional skills: communication (written and verbal); assertiveness and decision making skills; citizenship; personal confidence and self-awareness; building effective working relationships with colleagues
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this placement.
- To undertake Health and Safety duties commensurate with the placement and/or as detailed in the Directorate's Health and Safety policy.

### **Contacts:**

In all contacts the postholder will be required to present a good image of the service and the County Council as well as maintaining constructive relationships.

Internal: Service Managers, Legal Services, other Directorates, Young People's Support Services

External: Sub-contractors, Employers, Learners and their parents/carers, Training Providers, agencies involved with young people, Data Service, Information Authority, Education Funding Agency, Pellcomp and Worcestershire Children First.

**Notes:**

- This placement is subject to a criminal record check under the arrangements established by the DBS
- Reasonable adjustments will be considered as required by the Disability Discrimination Act.
- The duties described in this Job Description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.

Prepared by: Kim Wattie  
Date: February 2020