



Private Sector Housing Apprenticeship FAQ's

What would a typical day of my apprenticeship look like?

As part of a small, friendly team you will support members of the public who are experiencing a range of housing problems. Some of our callers may have repairs that their landlord is ignoring, others may need adaptations at home because they are disabled and others may be bothered by rats or rubbish problems. Your role, once you feel confident, will predominantly involve handling telephone and email enquiries and processing confidential client information on an in-house database where training and support will always be given. There will also be the opportunity to occasionally shadow staff at on site at inspections and attend additional courses when available (i.e. Free online training).

What do you like best about working in the Private Sector Housing Team?

Every day is different, so you get to experience a variety of areas. The team are very friendly, so you always have someone to turn to if additional support is required. We make a difference to people who are having problems they cannot solve which gives you a real sense of achievement.

What days/times would I work?

This would be based on 37 hours per week – 9:00am - 17:00pm (Monday – Friday) with an hour's lunch break. There is the option to work more flexible hours (we call this flexi time) but this would need to be agreed first if required with your line manager.

What can your team offer me?

We are a friendly and focused team who will provide you with all the support and guidance throughout your apprenticeship that you will require to complete your course. As the role covers a variety of issues based around Housing, and living conditions, you will be given the chance to experience many different situations that effect the way people live and their environment.

Why should I pick an apprenticeship at the Council?

Apprentices have a very high profile at East Suffolk Council and are valued throughout the organisation.

As well as offering a fully funded and supported Level 3 Business Administration qualification, we pride ourselves on offering lots of additional development opportunities for you to add to your CV, including multiple training courses and projects to work on. As we recruit all our apprentices to start at the same time of year, we ensure all the apprentices meet each other within the first couple of days of the apprenticeship and network throughout the apprenticeship.

We also love to celebrate the success of our apprentices so hold a graduation event at the end of your qualification with us which is always a popular event.

How does the qualification work?

An apprenticeship is a job with a well-structured training and learning plan designed to support the improvement of the skills, knowledge and behaviours that are required for you to progress in your role. Every 12 weeks the plan will be reviewed and discussed to see whether your learning is on track for a timely finish.

The apprenticeship is delivered at your place of work and at the start of your apprenticeship you will be allocated a coach to work on a 1-2-1 basis with you throughout your apprenticeship, they will meet with you every 4-6 weeks to conduct training, set you tasks to complete in-between visits and prepare you for your End Point Assessment (EPA).

The EPA is carried out by an independent assessment organisation at the end of your training. It will be the final assessment of your skills, knowledge and behaviours and will determine whether you have passed your apprenticeship or not.

What are my chances of being kept on after my apprenticeship?

Although we cannot guarantee a position will be available following your apprenticeship, we are proud to say that we keep on **80%** of apprentices following their apprenticeships! Sometimes jobs are secured within the same team the apprenticeship is completed in, other times they are successful in gaining a position in another team in the Council. We ensure any apprentices that can't be kept on are fully equipped and supported to take their career forward elsewhere, including providing training on job applications and interviews.

Do you have any tips for my application form or interviews?

Yes, we do! Attached to each apprenticeship advert is a comprehensive apprenticeships application guide, which guides you through the application form and tips for interview.

If you have any questions that have not been covered in these FAQ's please email HR@eastsuffolk.gov.uk