



<b>Job Title:</b>	<b>East Suffolk Communities Apprentice</b>
<b>Service Area:</b>	<b>Communities</b>
<b>Team:</b>	<b>Communities</b>
<b>Salary:</b>	<b>Apprentice Rate</b>

## Job Description

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### Main Purpose of Job:

1. To provide administrative and project support for staff in the East Suffolk Communities Team to deliver the Team's work programmes:
    - a. Community Enabling / Development
    - b. Community Safety and Anti Social Behaviour (ASB)
    - c. Community Health and Wellbeing
  2. To support the delivery of key events, projects and activities.
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### Our Values

You will be expected to work in line with our values which are:

<b>Proud</b> - Believing in who we are, what we do and where we live
<b>Dynamic</b> - Transforming the future with you in mind
<b>Truthful</b> - Honest and clear in all we do
<b>Good Value</b> - Delivering outstanding services, smartly & economically
<b>United</b> - Whoever we work with, we work as one team

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### Key Responsibilities:

1. To support a range of projects/activities across the East Suffolk Communities Team's (ESCT) work programme, including one or more of the following:
  - a. Reduce crime and disorder and anti-social behaviour and ensure East Suffolk communities are safe
  - b. Deliver diversionary activities for target areas / communities / groups / individuals
  - c. Help communities have a greater say in what their communities look like in the future e.g. through neighbourhood plans or village reviews



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- d. Support initiatives to improve health and wellbeing, including mental health, dementia, reducing obesity, keeping fit and active
  - e. Support projects to tackle social isolation and loneliness e.g. intergenerational activities bringing together younger and older people
2. To assist in arranging meetings, including producing agendas and taking and circulating notes.
  3. To type different documents, including letters and reports and carry out general administrative duties, including photocopying, filing (manual and electronic), data entry, preparing mailshots, scanning, answering the telephone, taking messages and dealing with customer queries, booking rooms, venues and equipment.
  4. To work with different types of data, insight and information and use this to help the ESCT to understand the needs of local communities.
  5. To support the organisation of community events and other forms of community engagement.
  6. To support the development of funding bids to increase the amount of funding available for local projects.
  7. To contribute to measuring the impact of the Team, including by collecting, monitoring and analysing data to support reporting against the East Suffolk Strategic Plan and the team Service Plan.
  8. To research relevant national, regional and local initiatives and identify what works.
  9. To produce accurate word documents, presentations and spreadsheets.
  10. To promote Equality, Diversity and Inclusion and support our external equality groups (including the Youth Councils and Disability Forums) and the Services for All Group.
  11. To assist members of the Team with other tasks, as appropriate.

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**Line Manager:** Communities Officer supported by the Communities Manager

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Note: This is a description of the job as it is constituted at February 2020 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of both Councils to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Councils reserve the right to insist on changes to the Job Description after consultation with the postholder.



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### Personal Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Interest in community development/enabling, increasing community safety and reducing anti social behaviour and/or health and wellbeing.</li> <li>• An understanding of administrative processes and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Office experience.</li> <li>• Customer contact experience through a previous role.</li> </ul>
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Creative and innovative approach to problems and challenges.</li> <li>• Can work independently and as part of a team.</li> <li>• Good organisational skills and able to meet challenging deadlines</li> <li>• Good at dealing with changing priorities.</li> <li>• Good research and analytical skills.</li> <li>• Able to deal with numerical data.</li> <li>• Excellent communication skills – verbal and written.</li> <li>• Customer focussed and keen to help members of the public.</li> <li>• Computer literate e.g. word processing, spreadsheets and email/internet.</li> </ul>	<ul style="list-style-type: none"> <li>• IT skills including Outlook calendar and contacts.</li> <li>• Social media and web based skills.</li> </ul>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE standard or equivalent, including English and Maths.</li> <li>• Keyboard/typing skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to A Level standard.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Willingness to undertake NVQ.</li> </ul>	
<b>Values:</b> Ability to demonstrate an understanding and apply our values which are embedded in all our roles.	<b>Proud</b> - Believing in who we are, what we do and where we live	
	<b>Dynamic</b> - Transforming the future with you in mind	
	<b>Truthful</b> - Honest and clear in all we do	
	<b>Good Value</b> - Delivering outstanding services, smartly & economically	
	<b>United</b> - Whoever we work with, we work as one team	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Knowledge of council procedures</li> <li>• Knowledge of Council services</li> <li>• Promote a positive communication across the organisation, encourage constructive relationships and develop staff feedback methods.</li> <li>• To promote and adhere to the workplace values of our organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work from both East Suffolk House in Melton and from Riverside, Lowestoft.</li> </ul>