



Port Health ICT Apprenticeship FAQ's

What would a typical day of my apprenticeship look like?

It's a busy team working at Port Health. First thing when you get in the office is usually to check that everything is ok with the early shift who would have been in since 6.30am. Their first job is usually undertaking examinations in one of the facilities and they need all the ICT equipment to be working for that.

After that, you'll be predominantly working on the Helpdesk checking our incident system to see if there are any calls that need attention. We'll work out the priorities for the day, and you'll take ownership to resolve some of the customer issues and requests. There may be emails to check and respond to, computers, tablets, servers to check and fix or other things such as printers, scanners, phones etc. There are also a lot of questions from customers about our main system PHILIS that you'll be heavily involved in supporting. We have a lot of external customers that use PHILIS as well, so providing good customer service at all times is critical.

What do you like best about working in the ICT team at Port Health?

We undertake a lot of projects and proactive work as well as run the helpdesk. So they'll be time to research, and develop ideas. You'll have the opportunity to own project work and develop ideas – some of which we hope will be really good and we'll adopt them.

It's a very tight knit team, and it's really important to work together. We're very focussed on supporting the business at the Port of Felixstowe and our other external customers too. We feel valued by our internal and external customers which makes our work very rewarding.

What days/times would I work?

The usual hours of work will be Monday - Thursday 8am – 4pm and Friday 8am – 3.30pm. There will be times that we need to work outside of these hours, (occasionally week-ends and evening).

What can your team offer me?

The team is really lucky to be innovative and also always looking on the horizon for new and great ideas – you'll be encouraged to explore ideas and work in a supportive environment.

The team is small, so you'll be exposed to all aspects of an ICT infrastructure (networks, servers, databases, desktops, telephony, active directory). We're AGILE by nature and have a 'get stuff done' attitude. We've also got a lot of knowledge and experience that we want to share with the right individual.

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 Infrastructure Technician 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. We also ensure all the apprentices form a 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@eastsoffolk.gov.uk