



## Electoral Services Apprenticeship FAQs

### What would a typical day of my apprenticeship look like?

The accurate processing of information within strict deadlines is key within Electoral Services. Each day would begin with a review of the day to identify the priorities and key tasks for that day. There is a daily schedule to follow to ensure that all the required tasks are completed. These tasks will include processing applications and dealing with elector enquiries by email or on the phone.

During an election, things will get busy! There won't be any typical days once we hit the election timetable.

### What do you like best about working in Electoral Services?

I love working in such a friendly and supportive team. We are involved in running elections from the initial preparations right through to polling and ultimately the count. This is a unique position to be in, it's so interesting and love the buzz!

### What days/times would I work?

The hours will generally be worked Monday to Friday between 08:45 and 17:15 with an hour for lunch. However, there may be some flexibility in this that we can discuss if you are the successful candidate.

During elections, there may be a requirement to work additional hours in the evenings or weekends. Additional payments will be made for this.

## What can your team offer me?

We can offer you a friendly and supportive introduction to the workplace. We will help you to develop your interpersonal skills and find your own strengths that you will be able to carry forward one the apprenticeship comes to an end.

Sometimes we have cake too!

## 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](mailto:HR@eastsuffolk.gov.uk)