



TALENT AND APPRENTICESHIPS SUPPORT OFFICER

JOB INFORMATION PACK



APPRENTICESHIPS.
A GENIUS DECISION

CYNLLUN YFORY
GRADDEDIGION
GRADUATES

WORK
EXPERIENCE



TALENT AN APPRENTICESHIPS SUPPORT OFFICER



ARE YOU...

Interested in developing talent, apprenticeships or people?

An enthusiastic and positive person?

Want to work in a fun team that likes to try new things?

An organized person?

Can deal with different people?

With good communication skills?

Able to provide top quality business and administrative support?

If you answer “YES” to some of the points above this may be the job for you

WHAT DOES THE SUPPORT OFFICER ROLE DO?

Maybe you haven't considered being a support officer before and want to understand more about the role in general before taking the plunge. Here are three descriptions of the role:

1. A support officer has good organizational skills and is able to deal with several tasks at the same time
2. A support officer likes to organize different things and has good IT skills
3. A supportive officer likes to talk to people and can deal with a variety of different enquiries

This is an opportunity for you to work in a job that can make a difference to people's lives. It is an opportunity for you to work on schemes that open doors for talented individuals and enable them to do what they want to do with their lives and develop a worthwhile career.



Here is an opportunity for you to work with experts in the field of talent and apprenticeships every day and to learn new things. You will also have plenty of opportunity to complete qualifications, attend training and take advantage of any other opportunities available to develop yourself.



This is a key position within the team. Our work is an essential part of one of the Council's priorities which is workforce planning, which ensures that we have the right people, with the right skills, in the right places at the right time. You can be an important part of making that happen.



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INTRODUCTION

we work hard to make sure we have the best possible staff. Our aim is to attract gifted and talented people to the workforce in order to provide the best service to the people of Gwynedd.

The Talent and Apprenticeships Team leads on plans that support this by identifying, appointing and supporting people to different areas and levels across the Council. This means that we need to develop our internal talent but also attract new talent externally. The day to day work of the team supports one of the Council's key priorities, which is to have a suitable workforce, which simply looks at various different actions to ensure we have the right people in the right place at the right time with the right skills.

Here is a taste of some of the schemes we lead on - Our **Apprenticeship Scheme** offers various different opportunities at all qualification levels and in various different areas. The **Cynllun Yfory scheme** offers fantastic opportunities for graduates to get the first step into the world of work. Our **Work Experience scheme** offers an opportunity for someone to get a taste of working at the Council for the first time.

This is a great opportunity for you to work within a team that is breaking new ground in the talent and apprenticeships field, which really makes a difference and gives people the highest quality opportunities to develop. If you have thought you would like a new challenge, or have considered a secondment, but more than anything are passionate about developing people to be the best they could be, this opportunity is perfect for you.

I look forward to reading your application.



Alun Lloyd Williams

Talent and Apprenticeship Lead

YOU WILL:

- Be a key member of the Talent and Apprenticeships team who will support us in driving the plans forward over the next few years
- The first point of contact for internal and external enquiries
- Provide the highest quality business and administrative support for our schemes
- Ensure that the practical and effective arrangements are in place including participating in our recruitment centers and events over the year
- Support us in recruiting, appointing and welcoming new individuals onto the schemes
- Support systems, procedures and arrangements across the different plans
- Keep good order of the information and data of those individuals who are on our plans
- Taking minutes at meetings

INFORMATION:

The salary will start at **£24,496.00** and increase to **£26,845.00** (The 23/24 settlement has not been confirmed, so this amount will rise)

The duration of the agreement will be **3 years** to begin with

You get **26.5 holiday days** over a year

You will also get an additional **8 days bank holiday**

COUNCIL OVERVIEW



When you think about what Gwynedd Council does, what is the first thing that comes to your mind: collecting taxes, collecting rubbish or perhaps running libraries? If one of these answers comes to your mind first, you are absolutely right, but you might not be aware of the range of other services and functions that local government does every day. Gwynedd Council provides a wide variety of services across our County including educating our children, looking after our people, cleaning our streets, looking after our well-being and promoting our local businesses to succeed.

The main thing that enables us as a Council to do this is the staff who work here. The Council is full of people who have chosen to work here because they want to help the people of Gwynedd and make a difference to the communities and environment in which we live.

This position will be an opportunity for you to work across the Council's departments and support the services here.

Facts about Gwynedd Council



- The Council serves almost 120,000 people
- Over 6000 staff work in the Council
- The Council offers over 100 services to the people of Gwynedd and beyond every day



DEPARTMENT OVERVIEW

The Council is divided into 9 different Departments. If you are successful, you will work in the Corporate Support Department. Ian Jones is the Head of Department. These are the different services within the Department:

Learning and Organisational Development – Develop learning opportunities, qualifications, training for staff, staff benefits, behavior change, supporting culture, corporate complaints.

Procurement – keeping the benefit local, category management, e-procurement.

Communication and Engagement – dealing with the press, internal communication, the Council's website, engagement, social media.

Customer Contact – Gwynedd Call contact centre, Gwynedd Shops, registration service.

Support Services – appointment administration, ordering goods, printing, paying bills, delivering mail.

Democracy and Language – Support for Members, administration of committees, scrutiny, Identity, language scheme, translation.

Health, Safety and Wellbeing – Health and safety, occupational health, moving and handling.

Research and Information – research, data analysis, information management, data protection, freedom of information.

Human Resources Advisers – working conditions, equal pay, advice on absences, discipline and complaints, recruiting people.

In addition to the day-to-day work, the Department leads on these innovative projects:

- Keeping the Benefit Local
- Women in Leadership
- Implement the Equality Scheme to ensure Fairness for All
- Welsh Place Names
- Promote the use of the Welsh language within the Council's services

TEAM OVERVIEW

You will be part of the Talent and Apprenticeships Team.

What is Important to the team?

The role of the team is to lead the plans below which are key in securing the best workforce for the future.

Apprenticeship Scheme

The purpose of the Apprenticeship Scheme is to promote apprenticeships, recruit and appoint apprentices and ensure the quality of those apprenticeships across the Council's departments.

Cynllun Yfory Scheme

This is the Council's graduate scheme. It gives graduates the opportunity to develop expertise in a key area and gain a greater understanding of working in local government.

The work-based Learning Scheme

A scheme that supports staff to complete qualifications at all levels and within all areas across the Council

Internal Talent Scheme

A plan that develops new opportunities to develop our internal talent

Work Experience Scheme

A scheme that develops work experiences across the Council for people of all ages, levels and abilities

The Engagement Plan

A plan that develops different methods to communicate our opportunities with different groups including young people, unemployed people or someone who wants to change career.

ROLES WITHIN THE TEAM

- Lead
- Senior Officer X2
- Marketing and Engagement Officer
- Support Officer

DESCRIBING THE TEAM

Words that describe the team

- Supportive
- Creative
- Busy
- Ready for a challenge
- Venturous
- Happy

THE FUTURE

The team's vision for the future is an ambitious one. The Apprenticeship scheme and the Cynllun Yfory scheme have received significant investment.

By the end of 2023, hopefully there will be almost 100 individuals on the different plans. We also have a number of innovative projects that we would like to develop and you will be an important part of that.

BENEFITS

Not only do we offer a competitive salary and fantastic working terms and conditions, there are various other benefits, such as:

Pension scheme

We operate the Local Government Pension Scheme. Information about the fund is available on the Gwynedd Pension Fund website.

Special absences

You can get paid leave in special circumstances, for example, to move house, bereavement, medical appointments, undertake public duties.

Work-life balance

We offer a number of flexible working opportunities to help you strike a healthy balance between home and work life. You can take advantage of arrangements similar to the flexible working hours scheme (Flexi), maternity, paternity and adoption leave or additional unpaid leave for parents and carers and the opportunity to work flexibly if necessary.

Opportunities to learn and develop

We see high value in investing in our most important resource - our employees. You will have every opportunity to develop yourself by attending events and completing qualifications

You can also expect:

- A formal Welcome Process and regular performance reviews
- Various opportunities to learn and develop
- Contribution towards membership of professional bodies

Also:

- You can take advantage of the support scheme to buy a car or bike
- There are free parking facilities at most Council sites
- You will receive free eye tests
- You will also get discounts with local and national businesses

TO FINISH...

WORDS OF ADVICE

It is important that your application focuses on information relevant to the job, which is in the person details.

You should look carefully at the Personal Details to make sure that your application meets the ESSENTIAL requirements but also that you try to address the DESIRABLE elements if you can

Do some research into the Council

Remember to ensure correct language, be concise, clear and to the point

Use plenty of examples

USEFUL LINKS

[Apprenticeship Site](#)

[Cynllun Yfory Site](#)

[The Council's Plan](#)

INTERVIEW

If you are successful in getting shortlisted, you will have an interview

The purpose of the interview will be to ensure that you have the opportunity to demonstrate your ability and interest in the field

The interview will include one task and questions

Don't worry, we'll present you with the questions in full before you start so you have time to think about your answers

NEXT STEPS

Deadline to apply will be Thursday 26/10/23

The interview will run on Tuesday 31/10/23

If successful, you can start the job immediately or after working your notice period

Good luck to you