



What does Oxfordshire County Council do?

Oxfordshire County Council is the elected body for the whole of Oxfordshire, providing key services to more than 680,000 people.

These important local services create many exciting job opportunities across the council.

We provide services that enhance the quality of life in our communities and protect the local environment.



Our services include Adult Social Care, Fire & Rescue and Libraries

- plus many more including:



Waste and recycling centres

Public health

Supporting schools

Trading Standards

Highways maintenance

Registration services

Supporting children and families

Music Service



Why Choose an Apprenticeship at Oxfordshire County Council?

An apprenticeship with Oxfordshire County Council will offer you personal support, development, training and competitive pay.

Our apprenticeships offer an alternative route into a variety of roles and are a great way to kick-start your career. Unlike going to university, you will gain a qualification with no tuition fees whilst earning a wage! It is an excellent platform and opportunity to build your career and possibly go on to study further. Apprenticeships combine on the job training with study and are available to anyone over the age of 16.



Apprenticeships benefits:

- work alongside experienced staff
- gain job-specific skills
- earn a wage and get holiday pay
- be given time for study related to your role



Whilst working with us, we can guarantee that your apprenticeship will have helped you to gain the skills and experience that every employer values.



Since 2006,
we have taken on
over 400
apprentices,
with
78%

moving into jobs with
us or other employers.

As well as studying a formal qualification, you will develop in other areas such as presentation and communication skills, team building and interpersonal skills!



Award winning

Join Oxfordshire County Council as an apprentice and you'll be in good company!

Not only have our apprentices been recognised in the Oxfordshire Apprenticeship Awards for their outstanding work but the council has also been awarded the Large Employer Award for the outstanding quality of apprenticeships and support we offer.

From Apprentice of the Year to the Shining Star awards, council apprentices are achieving great things in all areas, from Business Administration to Civil Engineering!

Nairne Barker, who won Apprentice of the Year

“I feel honoured to even be nominated, never mind winning! The awards demonstrated the strengths that the council has within its apprenticeship scheme.”



Rose Rolle-Rowan, HR team

“We aim to provide a supportive environment for all of our apprentices, to enable them to thrive during their time with us, and to have that approach recognised is very rewarding. We think of our job as a real privilege, seeing apprentices develop and grow and are immensely proud of everything they have achieved.”

Adam Barrett, who collected the Shining Star Award

“I am so proud to have received this recognition. Everyone that I've worked with had input into this award and I am so thankful for all the opportunities I have been given. And to work for Oxfordshire County Council who won large apprentice employer of the year is such a privilege. Apprenticeships are so valuable and so worthwhile, and I am elated that it is finally being recognised!”



An Alternative Route



We are proud to be one of the largest employers in Oxfordshire, with more than 4,500 employees over a number of service areas.

Apprentices bring different points of view and a fresh approach to our work. They are invaluable to our organisation and what we do.

Apprenticeships last between 18 months - 3 years and can offer an alternative route to employment for those who have decided to leave education. They allow you to get a nationally recognised qualification whilst getting paid.



What we offer:

Whatever your interest, we'll have an apprenticeship to match - including Business Administration & Support, ICT, Social & Health Care, Civil Engineering, Customer Service, Legal, Digital Marketing and Outdoor Education.

What we look for:

Entry requirements vary depending on the levels of apprenticeship, whether that is intermediate, advanced or higher - but they are mainly aimed at those with little or no experience in that specific area of work.

If you're looking for a new challenge, we might have something for you!



Business Administration & Support

Business Administration and Support is about handling the day-to-day tasks in an office and making sure things run smoothly.

You will learn key skills such as organising meetings, coordinating events, data management, creating documents, managing and responding to queries.

Currently our largest scheme, Business Administration Apprenticeships are based in a wide variety of teams across the council. These apprenticeships take 12- 18 months to complete, achieving a level 2 or 3 Diploma in Business Administration.

We offer a minimum 18-month contract for any Business Administration and Support Apprenticeship.



What do you need?

- ✓ four GCSEs, grades dependent on level of apprenticeship
- ✓ willingness to learn and be part of a team
- ✓ attention to detail

What will you learn?

- how different teams in the council work
- how to respond to enquiries and book meetings
- to gather, analyse and present information
- how to deal with confidential information
- how to perform general administrative duties



ICT Support

ICT supports the whole organisation, with all departments dependent on technology and programmes to carry out daily tasks.

The ICT Professional Apprenticeship is based in our ICT Services Team. Apprentices will perform a variety of roles including technical helpdesk support to staff, building and repairing computers, network administration and information security.

You will complete a level 3 Diploma in ICT Professional Competence, with most training delivered in the workplace.

We offer a minimum 18-month contract for any ICT Professional Apprenticeship.



What do you need?

- four GCSEs at grades A*-C or equivalent
- be interested in learning new ICT skills and systems
- be well organised and methodical
- be flexible and work well within a team

What will you learn?

- how to record and deal with technical enquiries
- the role of the service desk support team in responding to queries and issues
- to resolve incidents within ICT Services
- to set up and remove access to ICT services



Social & Health Care

Social and Health Care roles involve caring for people who are unwell or less able, helping them to achieve their goals and develop confidence and independence.

It's a rewarding career, perfect if you're a people person and enjoy helping others.

Apprentices complete a level 2 or 3 Diploma in Social and Health Care, joining teams at various locations across the county.



We offer a minimum 18-month contract for any Social and Health Care Apprenticeship.

What do you need?

- four GCSEs, grades dependent on level of apprenticeship
- willingness to learn and be part of a team
- to be caring, flexible and approachable

What will you learn?

- to provide personal care
- how to respond to needs and improve wellbeing
- how to promote and support people to be responsible for their independence



Civil Engineering

Civil engineering roles look at the design, construction and maintenance of man-made structures.

You could be working on road design and major projects, highway maintenance and management, drainage, bridges, street works and road agreements.

So, if you're interested in design and how things are made, this could be the perfect opportunity for you!

You will study a 2-year level 3 Technical Highways Apprenticeship, which will include rotations between various teams within the highways department.

We offer a minimum of a 2-year contract for our Civil Engineer Apprenticeships.



What do you need?

- ✓ four GCSEs at grades A*-C or equivalent (at least a Grade B in Maths is preferable)
- ✓ the motivation to work in a fast-paced environment
- ✓ an interest in working in the Highway industry

What will you learn?

- the process for surveying and inspections
- how to create technical drawings using AutoCAD
- practical elements of the highway industry
- to support colleagues and work as a team
- how to investigate problems, propose a solution and visit construction sites



Customer Service

Customer service is at the heart of all businesses. It involves dealing with enquiries from the public such as answering questions, directing them to the right department or handling complaints.

You will be based in our customer services centre and trading standards teams. These are busy public facing roles, supporting residents of Oxfordshire with enquiries via the phone, email, post and face-to-face.

You'll achieve a level 3 Diploma in Customer Service. As much training as possible is delivered in the workplace.

We offer a minimum 18-month contract for our Customer Service Apprenticeships.



What do you need?

- ✓ four GCSEs at grades A*-C or equivalent
- ✓ basic knowledge of word processing, internet and email
- ✓ computer skills

What will you learn?

- provide customer service to the public
- work as part of a team
- how to follow agreed procedures and policies
- perform general administrative duties
- how to record information onto relevant systems



Outdoor Activity Instructor

Outdoor Activity Apprenticeships support and encourage people to learn new skills through adventures in the great outdoors.

You will be based at the Riverside Centre in East Oxford. Training is delivered through activities, meetings and overnight trips.

Apprentices gain skills in teaching and organising a range of outdoor activities at rivers, lakes, the sea, cliff faces, caves and climbing walls.

On completion, Outdoor Activity Instructors may be eligible to apply to be registered members of the Institute for Outdoor Learning to support their career development and progression.

So, if you're looking for a job with a sense of adventure, you've come to the right place.



What do you need?

- four GCSEs at grades A*-C or equivalent
- an interest in outdoor activities and sports

What will you learn?

- organisation and leadership skills
- to plan and develop outdoor activities
- daily tasks such as preparing and storing equipment
- admin tasks such as collecting data and consent



Digital Marketing

An apprenticeship in Digital Marketing will teach you how to share the latest news and updates as well as responding to enquiries from the public.

If you're passionate about communications, content and social media, and looking to kick start your career in marketing, this could be the role for you!

Alongside the role, apprentices will achieve a CIM level 4 award in Digital Marketing.

This apprenticeship is also recognised for entry on to the Register of IT Technicians, a community of digital professionals.

There may be opportunities to become a professional member of the CIM and/or associate membership of BCS.



What do you need?

- ✓ four GCSEs at grades A*-C or equivalent
- ✓ basic knowledge of social media
- ✓ the ability to think independently

What will you learn?

- to post content across a number of channels
- how to respond to queries and comments
- to support marketing activity and events
- how to prepare statistical reports
- administrative tasks



Paralegal

Paralegal staff play an important role within any legal team, supporting solicitors with a variety of tasks.

From attending court hearings to keeping records, this role will allow you to begin your legal career.

As a Paralegal Apprentice, you will be based at County Hall and work towards a level 3 Paralegal which includes a level 4 Certificate of Higher Education (Legal Services).

On successful completion there could be the possibility to go on to study as a solicitor.



We offer a minimum of a 2-year contract for our Paralegal Apprenticeships.

What do you need?

- ✓ 3 A-levels at grade A*-C
- ✓ good interpersonal skills
- ✓ good attention to detail
- ✓ an interest in the legal profession

What will you learn?

- to support solicitors and keep case files up-to-date
- to carry out secretarial and administrative duties
- to undertake legal tasks
- how to keep factual records



The Application Process

If you are thinking about becoming an apprentice, you are not alone! More than 120,000 people earned and learned on an apprenticeship in 2018-19.

Last year, the county council employed **45 apprentices** in a range of service areas – and we recruit continually throughout the year.

How do I apply?

There are a number of ways to start your apprenticeship journey:

Apply for current opportunities at **www.oxfordshire.gov.uk/apprenticeshiproles**

Register for alerts about new apprenticeships at **www.oxfordshire.gov.uk/apprenticeships**

For more information or general enquiries about apprenticeships at Oxfordshire County Council email us at **workforce.initiatives@oxfordshire.gov.uk**

You will need to fill out an application form, and it is probably easiest to do this online, if possible.

What happens next?

If your application is successful, you will be invited to the next step of the process -the interview.

Top Tip!

give information that is as accurate as possible. Check your certificates rather than guessing what grade you got in an exam

Top Tip!

ask a friend or relative to read your application form before you send it to us. They may spot a mistake, or give you some ideas about more information you could add to your application to improve your chances.

If you apply for an apprenticeship look out for emails from “hants.gov.uk” about the recruitment process.



The Interview process

If your application is successful, you will be invited to the next step of the process, the interview.

You will have an assessment of your Maths, English and IT skills, and a face-to-face interview with the manager of the apprenticeship. You may also have some other assessments, such as a test to see how you would prioritise work in an imaginary situation.



Top Tip!

there is no need to feel scared about the interview, try to relax and do your best. Good eye contact and a smile counts for a lot! The manager will not be trying to catch you out with any tricks.

Top Tip!

read the instructions for your interview carefully, think about travel on the day to arrive on time. Bring any requested documents with you (e.g. your ID, qualification certificates) – ensure you find these in plenty of time to avoid a last minute panic!

Top Tip!

you do not need to splash out on fancy clothes for your interview, just aim to look neat and tidy.

Top Tip!

try to speak clearly and with enthusiasm, be friendly and answer the interview questions to the best of your ability. Ask for clarification if you need to.

If you are the chosen candidate, you will be contacted by the person you had your interview with to tell you what happens next.

At that stage we will complete some pre-employment checks, contacting the people you have listed as referees (your old teacher or a work experience supervisor are good options if you have not worked before). The person who will be supervising you in the workplace will keep in touch with you, and organise everything ready for you to start. Your start date will often be a few weeks after the interview, to ensure everything is prepared and in place for your first day and your apprenticeship training provider is ready for you.

 **Top Tip!**

if you are not successful, it is a really good idea to ask for some feedback on your performance, to give you some pointers about what you could do differently next time. Keep an eye out for our next vacancy and try again!





Accelerate your career

Apprenticeships provide a stepping stone to career progression. Some of our apprentices, who have climbed the ladder, share their experiences below:



Christine Sansum
Superintendent Registrar
Technical Specialist



I joined the council in 2008 – and since then I have been able to grow in my roles, starting in Business Administration, moving to a Deputy Registrars position and recently being promoted to Superintendent Registrar Technical Specialist.

My apprenticeship gave me excellent grounding and experience within the office working environment. It allowed me to develop my IT and communication skills, whilst obtaining a workplace qualification. It's given me confidence and belief in my abilities and to progress in my career. I would highly recommend an apprenticeship to anybody wanting to earn whilst they learn."



I first joined the council in 2008 as an Administration Assistant and then progressed to Training Administrator. Following this I went to university to train to become a midwife and have since returned, now working as a Commissioning and Contracts Officer in Adult Social Care.

The apprenticeship gave me so much more than just administration skills, it also gave me the confidence to go on to university to study a subject that I loved."



Laura Preest
Administrative Officer



Adam Barrett

Technical Highways Engineer
and winner of the Shining
Star Award at the Oxfordshire
Apprenticeship Awards



I completed my apprenticeship in 2015, after which I successfully applied for a position in the Road Agreements Team, progressing from technician to engineer. I've also continued to progress in my studies – completing both a BTEC and HNC, before starting a degree in Civil Engineering with The Open University in October 2018.

The apprenticeship was the best choice for me as it provided a good balance of work and education that was manageable, challenging and, above all, interesting. If you're considering an apprenticeship at Oxfordshire County Council, go for it! It's a chance not many get and is worth every minute."



After completing my 2 year apprenticeship in 2009, I climbed the career ladder rapidly. I am now a Principal Engineer and manage a team of engineers that look after approving and adopting new roads built by external developers.

My overall experience of being an apprentice at the council was absolutely brilliant. It was by far the best decision I could have made and enabled me to progress quickly through my career. I would thoroughly recommend it!"



Michelle Plowman
Principal Engineer



OXFORDSHIRE COUNTY COUNCIL