



## **GUIDANCE NOTES FOR APPRENTICESHIP APPLICANTS**

### **COMPLETING THE APPLICATION FORM**

#### **Note**

The Job Description and Supporting Questions can be found on the pages below.

Please ensure you answer the questions using the Supporting Information section on the application form.

#### **To be eligible for an apprenticeship, you must be:**

- 16 or over by the end of the summer holidays
- Living in England
- Not in full-time education at the time of applying
- if you are a non-UK citizen, you must have permission from the UK government to live in the UK (not for educational purposes), and have been ordinarily resident in the UK for at least the previous three years before the start of the apprenticeship

The job application plays a very important part in the selection process and will be used as the basis for shortlisting candidates for interview.

Make sure the information you provide is clear and accurate and that you submit your application by the closing date and time stated on the advert.

#### **Personal details**

Ensure that you fully complete this section and include your address, email address and a contact telephone number.

#### **Referees**

Complete details for both references who should not be related to you. If you are a school or college leaver, please give us the contact details of the head teacher/tutor and also the manager of your most recent work experience placement, if applicable.

Referees will not be contacted without your permission.



## **Education, qualifications, memberships and training**

Give details of your education, qualifications as well as any professional memberships or other training you have attended.

## **Employment**

If relevant, start with your most recent job, give a summary of all employment, including any relevant unpaid work. Please explain any breaks in employment dates. We reserve the right to contact former employers to verify information contained in your application.

## **Supporting information**

Use this section to answer the questions given in the section below.

You may also wish to add additional information and provide examples, where possible, of skills, abilities, knowledge and experience outlined in the job description.

Include everything that is relevant – training and experience gained through out of work activities – as concisely as possible.

**Be as specific as possible, we cannot guess or make assumptions, we will assess your application solely on the information provided.**

## **Additional Information**

Answer the questions in this section accurately and also advise us of any dates you are not able to attend for interview.

If you are shortlisted for interview, you will be asked to provide confirmation of your right to live and work in the UK.

## **Declaration**

Read the declaration and tick the consent box at the bottom, **before submitting your application.**

## **Equal Opportunities form**

Read the notes which are provided with the equal opportunities form before completing your application. This form will be kept separate from your job application to ensure that none of the information provided is used in the selection decision.

The information provided will be treated as strictly confidential and only used to monitor the fairness of our recruitment and selection procedures.



## **Offer of employment**

Note that any offer of employment made by the City of London Corporation will be subject to receipt of the following documents:

- Proof of identity
- Proof of right to live and work in the UK
- Proof of current address
- Five years' employment history (where relevant)
- Two satisfactory references
- Satisfactory Disclosure and Barring Service (DBS) clearance (when required for the role)
- Medical assessment (which may include a medical examination by a Doctor named by the City of London Corporation)



<b>JOB DESCRIPTION</b>	
<b>Job Title</b>	Data Technician Apprentice
<b>Department</b>	City Business and Investment Unit, Environment Department
<b>Grade</b>	Level 3
<b>Location</b>	Guildhall
<b>Responsible to</b>	TBC, within the CBIU team
<b>Responsible for</b>	N/A

### **Purpose of Post**

To support with the implementation and management of the new Customer Relationship Management (CRM)/ Project Management (PM) system for the City Business and Investment Unit by using the dedicated software, collating information and producing reports.

To work effectively with team members to ensure accurate and timely data capture.

### **Main Duties and Responsibilities**

1. Ensure collection and storage of data is secure in line with the City of London Corporation's policies and procedures.
2. Maintain the CRM/PM system and provide regular updates for managers to ensure their teams are able to keep the system updated regularly.
3. Support in the gathering and input of data from the City Business and Investment Unit..
4. To work collaboratively with colleagues across the Environment Department and the City of London Corporation in reviewing how they utilise their data and how information can be shared across teams.
5. To present data, using textual, numeric, graphical and other visualisation methods appropriate to the target audience.
6. To assist with key information to support with the publication of reports.



7. To provide technical assistance to colleagues to ensure they are managing their individual schedules.
8. Provide regular activity reports to Managers and Directors and be able to respond quickly to ad-hoc requests for information.
9. To develop a working understanding of legal and regulatory requirements around data use (e.g. data protection, data sharing, data security).
10. Contribute to team meetings by providing key insights gained from the CRM/PM system. Be comfortable to interpret the data with support from managers.
11. Maintain a strong working knowledge of the chosen system and suggest areas of improvement and enhancements to drive team productivity improvements
12. Take responsibility for their personal development via attendance at training courses, project work and/or shadowing.
13. Provide meet and greet support to welcome customers, members and visitors into the centre and direct them appropriately. Be confident to deal with customer queries face to face, via the telephone, email or via social media.
14. To actively and enthusiastically work towards achieving the Data Technician apprenticeship as agreed in your learning plan and:
  - attend all the training sessions for the programme whenever necessary.
  - undertake any necessary written work at home during the length of the course.
15. Identify personal development needs and work with Manager to plan how these needs could be met.
16. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
17. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
18. Undertake any other duties that may reasonably be requested to be appropriate for this role.





# Supporting Questions

Include everything you think is relevant to answer the supporting questions below illustrating your skills, knowledge and experience. Be as specific as possible, we cannot guess or make assumptions but will assess your application solely on the information provided.

Please enter your answers to the following questions in the Supporting Statement section on the application form.

## **Question 1:**

Why have you applied for this role?

## **Question 2:**

What skills do you think you can bring to the role?

## **Question 3:**

What attracted you to the City of London Corporation?

## **Question 4:**

What interests you about an apprenticeship?

## **Question 5:**

Please provide your personal statement to identify your strengths and other transferrable skills and personal interests (500-750 words)