

## THE TAVISTOCK INSTITUTE

### JOB DESCRIPTION AND PERSON SPECIFICATION

**JOB TITLE:** Research Apprentice

**REPORTS TO:** Head of Operations

**LOCATION:** Tavistock Institute -- London offices

#### CONDITIONS OF SERVICE

<b>Salary</b>	£8,268 pa (In line with minimum wage)
<b>Standard Hours</b>	9.30 am – 5.30 pm Monday to Friday <i>(Including one day for apprenticeship training course)</i>
<b>Annual Leave</b>	25 days per year, plus public holidays.
<b>Other benefits for the duration of the contract</b>	Season ticket loan facility. Training and development opportunities are embedded within the role.
<b>Contract duration</b>	One-year contract, with the possibility of extension

#### THE ROLE OF APPRENTICE: OVERALL JOB PURPOSE

The role of the apprentice is a support role with additional training opportunities. The apprentice will work alongside staff to offer support within projects in the form of administrative tasks and formatting reports. There is also the opportunity to have a more in depth involvement within the projects depending on the apprentice's interests and skills. The role will also include the support of the general day to day activities at the Institute, including reception cover, welcoming and greeting visitors and managing post.

The role exists to provide support for activities across the Institute, including both its work in research, consultancy, and professional development, and its events and operations. This role involves working closely alongside other staff and as such requires flexibility, good communication and team working skills.

All Institute staff must observe the policies and procedures for HR, Health and Safety, Expenses and IT/Internet use.

#### PRINCIPAL ACCOUNTABILITIES

1. Provide support as required to staff across the Institute in negotiation with the Head of Operations.
2. Provide project support including:
  - Assisting members of staff with formatting reports to meet Tavistock branding or external guidelines from project clients.
  - Attending the Research and Consultancy meetings and taking minutes to disseminate to staff every three weeks.

- Opportunity to participate in offsite field work.
3. General administrative tasks including: Making notes in meetings, arranging appointments and meetings, sending emails on behalf of other staff members.
  4. The opportunity to get involved with the Lunchtime Talks by assisting the Operations and Communications apprentice with setting up the talks and providing support to updating the talks inbox when seen fit.
  5. Reception cover including meeting and greeting visitors and operating the switchboard as well as other ad hoc tasks such as: dealing with the post and deliveries, undertaking catering arrangements, preparing rooms, arranging travel and accommodation for staff of the Institute, answering queries via telephone / e-mail.
  6. Understand and promote confidentiality with regard to Institute information.
  7. Undertake a programme of study in agreement with the Head of Operations.
  8. Any other tasks as required

#### **ESSENTIAL CORE SKILLS AND EXPERIENCE REQUIRED**

The post holder must have:

- A good general standard of education: GCSE passes in English and Maths, or their equivalent are essential. A levels would be an advantage.
- Interest in social science and contemporary issues.
- Basic computer skills, with a working knowledge of Microsoft Word, Excel, Access, and Microsoft Outlook or other email application.
- Good written English
- Accurate typing abilities.

#### **PERSON SPECIFICATION**

1. Is willing and able to learn new skills and assimilate new information.
2. Displays willingness to help, and takes a positive approach to requests for assistance.
3. Has a strong aptitude for and enjoys communication
4. Behaves in a professional manner and with a proactive approach.
5. Projects a confident, professional manner and dresses appropriately for the role.
6. Is punctual in order to ensure coverage for the post throughout the day.
7. Is co-operative with, and supportive to, other members of staff.
8. Is self-managing and calm under pressure, and is able to exercise initiative and judgement.
9. Is able to communicate simply, effectively and diplomatically to a diverse audience in many different situations.

10. Is able to act on own initiative and works flexibly to ensure continuity of operations.

11. Able to ask for help where necessary.