

THE TAVISTOCK INSTITUTE

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Research and Professional Development Apprentice

REPORTS TO: Operations Manager

LOCATION: Tavistock Institute -- London offices

CONDITIONS OF SERVICE

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| Salary | In line with London Living Wage With £5,856 training allowance |
| Standard Hours | 9.30 am – 4.30 pm Monday to Friday - 30 hours a week (increasing to 35 hours a week in 2 nd and 3 rd years) <i>This includes time on the job for the course</i> Please note some flexible working may be required – time off in lieu will be given |
| Annual Leave | 20 days per year, plus public holidays (increasing to 25 days in 2 nd & 3 rd years) |
| Other benefits for the duration of the contract | Season ticket loan facility Training and development opportunities are embedded within the role NUS Student card Young person's Railcard |
| Contract duration | One-year contract, with the possibility of extension for a further two years after completion of first course |

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 research projects and professional development courses in the form of administrative tasks, printing and formatting reports and other documents. There is also the opportunity to have more in depth involvement within a wide variety of 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.

Alongside supporting the research and professional development work, the role exists to provide support for wider activities across the Institute, including both its work in consultancy 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.

TRAINING

The apprentice will undertake a programme of study with the Institute that is equivalent to 120 credits at degree level.

First year: Open University Access Module – People, Work and Society

After successful completion of the access module the apprentice can move onto a Certificate of Higher Education in a chosen area which will take 2 years to complete. These courses are self-study and apprentices will be assisted by a Learning Mentor at the Institute as well as the online support provided by Open University.

Onsite and offsite training will be made available for all tasks the apprentice is required to do.

There will also be an opportunity to attend the Institute's 'Launching Young Leader's' workshop and receive professional coaching to further support your development.

PRINCIPAL ACCOUNTABILITIES

1. Provide support as required to staff across the Institute in negotiation with the Operations Manager.
2. Provide project and professional development support including:
 - Attending the Professional Development meetings and taking minutes to disseminate to staff every meeting
 - Participate in offsite fieldwork, assisting set up for meetings and interviews
 - Preparing course/conference materials including participant lists, participant/staff folders, handouts and brochures
 - Arranging couriers/rooms/catering for PD courses
 - Assist with ad hoc tasks on projects, administration and PD; formatting professional profiles and reports
3. General administrative tasks and support of the Professional Development events including: Minute taking in meetings, arranging appointments and meetings, sending emails on behalf of other staff members.
4. Support of the Lunchtime Talks; assisting the Engagement Assistant with setting up the talks and providing support with updating the talk's 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 Operations Manager.
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, 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 role 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. Has a 'can-do' attitude; able to act on own initiative and works flexibly to ensure continuity of operations, administration and professional development team.
11. Able to ask for help where necessary.