

Job Information Pack

Job Title:	Modern Apprentice Business & Administration
Reference No:	DEE02228
Directorate and Service:	Corporate Services
Location:	Dundee House, 50 North Lindsay Street
Working Hours:	37 hours per week
Grade:	MA3
Salary:	£8,218
Post Status:	Fixed term for one year
Interview date(s):	To be confirmed
Interview to include:	
If you have any queries regarding this vacancy, please contact:	Catherine Robertson, 01382 434491

Thank you for your interest in this position.

If you have any queries about the Job Information Pack or application process, please contact the Human Resources Recruitment Team. You can do this by telephoning 01382 434065, by emailing jobapps@dundee.gov.uk, or by post to Human Resources and Business Support Division, Corporate Services Department, Dundee House, 50 North Lindsay Street, Dundee, DD1 3BG.

Dundee City Council is committed to Equal Opportunities.

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JOB DESCRIPTION – CORPORATE SERVICES

IDENTIFICATION

Post Title:	Modern Apprentice Business & Administration	Post Ref:	
Section:	Incomes - Cashiers	Grade:	MA 3
Responsible to:	Team Leader (Cashiers)		
Responsible for:	Not Applicable		

JOB PURPOSE

Working within the team responsible for the collection of monies in respect of Council Tax and other income taken at the East and West Housing Offices and Dundee House Cash Office. To undertake practical training as well as theory to develop the knowledge, skills and experience required during the apprenticeship programme and assist in the provision of administrative services within the Corporate Service Department.

PRINCIPAL WORKING CONTACTS

Cashiers Staff
 Revenues Staff
 Customer Service Staff
 General Public

MAIN DUTIES

To assist colleagues with the provision of services and duties within Cashiering Services and within the Incomes Section of the Revenues Division.

To ensure confidentiality by ensuring that all files, records and correspondence are treated in a confidential manner.

To develop skills and knowledge through the apprenticeship programme with the support of an Assessor.

To attend training and development courses in order to achieve the necessary skills required.

To study for and obtain Business and Administration SVQ 2.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Modern Apprentice Business & Administration

DIVISION/DEPARTMENT SECTION: Cashiers, Incomes - Revenues

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	Secondary Education	3 National 4 awards including English and Mathematics	Inspection of certificates and Interview
RELEVANT WORK/OTHER EXPERIENCE		Experience of dealing with the public either in a sales or service environment / role	Reference and Interview.
PARTICULAR SKILLS/ABILITIES	Numeracy and Accuracy. Good interpersonal skills Good verbal and written communication skills. ICT skills, including spreadsheets.		Reference and Interview.
PERSONAL QUALITIES	Calm and approachable manner. Ability to remain focused.	An understanding of Data Protection and confidentiality.	Reference and Interview.
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Committed and enthusiastic towards completing a full Modern Apprenticeship and SVQ2 in Business & Administration at scqf level 5 Interest in pursuing a career in Business Administration / Customer Services. Basic Disclosure Scotland check.		Reference and Interview.

Terms and Conditions of Employment

Pay Method	You will be paid on the last working day of the month by BACS (electronic funds transfer). Pay for part time, or those who work less than 52 weeks per year (eg term time), will be calculated on a pro rata basis.
Leave	26 days annual leave, rising to 31 after 5 years continuous service. 5 fixed public holidays per annum (based on full time employment). Leave for part time or temporary (less than a full year) employees will be calculated pro rata of that for full time employees.
Sick Pay	As per National Terms and Conditions, up to 26 weeks full pay and 26 weeks half pay after 5 years continuous service.
Pension	Employees will automatically become a member of the Local Government Pension Scheme.
Employee Benefits	Benefits:- <ul style="list-style-type: none"> • Flexible Working opportunities • Incremental salary scales • 26 days annual leave rising to 31 after 5 years service • 5 fixed public holidays • Entitlement to Sickness Allowance after 6 months service • Access to Occupational Health Support • Learning and Workforce Development opportunities • Contributory Pension Scheme (including 18% by the employer) • Employee Performance Development and Review • An employer commitment to Healthy Working Lives • Voluntary Early Retirement/Voluntary Redundancy Scheme • Flexible Retirement Scheme • Ill Health Retirement Enhancements • Death in Service Payment • Wider Wallet Employee Discount Scheme • Childcare Voucher Scheme

Dundee City Council are currently reviewing their terms and conditions of employment. This may result in a change to your hours of work or pay. Normal collective bargaining processes will take place prior to notification of any change.

How to Apply

Thank you for your interest in working with Dundee City Council and we look forward to receiving your application.

The following pages contain guidance and information which we hope will help you to complete your application as effectively as possible. They also explain how we recruit and the type of people we are looking for. Please take a few minutes to read this information.

Please note, we do not accept paper application forms, you must apply online. We also do not accept Curriculum Vitae (CVs) in support of, or instead of, your online application.

If you are unable to access the internet at home, you can do so at your local library. For further information, or to find your nearest library, please visit <http://www.leisureandculturaldundee.com/library/your-libraries>, or telephone 01382 431500. If you have a disability and require reasonable adjustments, please call 01382 434540 to discuss.

We advertise all of our vacancies on www.dundee.gov.uk, on www.myjobscotland.gov.uk (the national recruitment portal) and via JobcentrePlus across Dundee. If you apply for a job on Dundee City Council's website, or via JobcentrePlus, you will automatically be redirected to the MyJobScotland recruitment portal. The recruitment portal allows you to register your details and create a personal account, where your information is saved and can be used for future applications.

The proposed interview date(s) are shown on the first page of this Pack, along with advance notice of any presentations, tests, group exercises, etc, that will form part of the selection process, including any site visits you would need to attend.

Look carefully at the Person Specification, as what you say in your application will be assessed against that criteria. The quality of your application will be our first impression of you so you should make it clear that you have spent time and effort completing it. Make sure you complete all sections fully and accurately.

Use examples to demonstrate how you meet all of the essential requirements for the job, including the behaviours. This is really important because only those who can demonstrate that they meet all of the essential criteria will be considered for interview.

WHAT IS IMPORTANT TO US WHEN WE RECRUIT NEW STAFF

Dundee City Council aspires to be 'One Council: One Team with One Vision'. While having the right skills, experience and qualifications is important, we place a lot of emphasis on employing people who are able to display the right behaviours and attitude, with the right motivational and cultural fit. We want people who share our values.

We expect all of our employees to communicate effectively; place customers at the heart of what they do; act professionally at all times; and always demonstrate respect for others.

We expect our managers to be creative and encourage their teams to be likewise; effectively engage their employees; be future focused; and provide clear leadership and direction.

We feel strongly that our employees are able to work in a safe and healthy working environment with a particular focus on their wellbeing. We will expect you to be safety conscious and aware of your personal health and safety responsibilities.

We are fully committed to providing equality of opportunity in employment and value the differences that a diverse workforce brings to our organisation. We expect our employees to share that commitment.

If this is the type of organisational culture you want to work in, then we may be the right organisation for you and you are potentially the right type of person we are looking for.

GUARANTEED JOB INTERVIEW SCHEME

Under this Scheme, you will be invited for interview if you state on the form that you have a disability and you meet the essential requirements in the person specification.

The Employment Support Service offers free advice to assist people with disabilities into employment. For more information, or an informal discussion, please contact the Employment Support Service, Social Work Department, Dunsinane Avenue, Dundee, DD2 3QN, tel 01382 436777. E-mail: employmentsupportservice@dundeecity.gov.uk

RETIREMENT

With the removal of the Default Retirement Age from 1 October 2011, employees may choose to work beyond the age of 65.

EQUAL OPPORTUNITIES FORM

The Council recognises the need to achieve equality for all citizens and employees. We recognise that people can be discriminated against because of race, colour, ethnic and national origins, marital status, domestic circumstances, gender, sexuality and transsexualism, age, class, ethical or religious belief, basic skills, disability, trade union activity, long term unemployment, or because they have AIDS or are HIV positive. The Council's Equal Opportunities Policy is to eliminate discrimination and promote equality.

The Equal Opportunities Form helps us to monitor the effectiveness of our Equal Opportunities Policy. Please help us by completing the form and returning it with your application. Any information obtained from this form will be kept confidential and held on computer for statistical purposes only. The information will not be used in the selection process.

YOUR PERSONAL DATA

Dundee City Council respects your personal information and undertakes to comply with the Data Protection Act 1998. The personal data you have provided will be used for the purposes of assessing you for the post for which you have applied. Your data may be disclosed to parties involved in the recruitment and selection process. The personal data you have provided on the Equal Opportunities form will be used in statistical form for monitoring equal opportunities, and your data (excluding name and National Insurance number) may be disclosed to parties involved in monitoring the effectiveness of our Equal Opportunities Policy.

Dundee City Council is the registered Data controller. Any queries regarding the processing of your personal data by Dundee City Council should be directed to the Data Protection Officer, tel 01382 434403.

The Council's full Data Protection Policy is available on the Council's website: http://www.dundee.gov.uk/dundeecity/uploaded_publications/publication_313.pdf

CUSTOMER SATISFACTION

We are committed to a high quality recruitment and selection process. If you wish to offer any suggestions or comments, please contact:-

Head of Human Resources and Business Support
Corporate Services Department
Dundee House
50 North Lindsay Street
Dundee DD1 3BG

Tel: 01382 434065

Email: human.resources@dundee.gov.uk

Selection Process

IF YOU ARE INVITED FOR INTERVIEW

If you are selected for interview, you will be contacted using the email address you provided on your application. Therefore, it is important that you check your email, or your myjobscotland online account, regularly. The interview date(s) are listed in the job advert.

You will have the opportunity online to select an interview time slot that suits you best from a range of options.

We understand that peoples' circumstances can change after they apply for a job so, if invited for interview, we would really appreciate it if you could let us know if you are no longer interested in being considered. If you need to do this, please call the number noted at the top of this section.

At interview, you should expect to be asked questions that not only test your skills and competence but, very importantly, also test the extent to which you would display the right behaviours and attitude when carrying out the job.

RECRUITMENT AND SELECTION PRE EMPLOYMENT CHECKS

The following sections provide information about the checks we carry out for all candidates we invite to interview and before a preferred candidate is permitted to start work with Dundee City Council. Unless otherwise stated, all checks apply to internal and external candidates.

It is important that you read these sections thoroughly. If you are unable to supply any of the essential information or documents we need, we may not be able to proceed with your application. Please also make sure that you bring all the documents you need to your interview to avoid unnecessary delays in the recruitment process.

ASYLUM AND IMMIGRATION ACT 1996

Under Section 8 of the Asylum and Immigration Act 1996, employers must ensure that any prospective employee is legally entitled to live and work in the UK. If you are invited for interview, you will be required to produce an official document confirming that you are entitled to live and work in the UK, eg passport; full birth certificate and official document confirming your name and national insurance number; or a passport/travel document/letter from the Home Office.

If you are not currently entitled to work in the UK, we advise that you visit www.ukba.homeoffice.gov.uk for further information about working in the UK.

QUALIFICATIONS AND CERTIFICATES

You will be asked to bring original copies of all relevant educational and professional qualifications and memberships to your interview. A copy will be taken for our records. If the original certificate is unavailable, you must obtain a certified copy of the document from the issuing body.

REGISTRATION WITH A REGULATORY BODY

Where registration with an appropriate regulatory body, eg Scottish Social Services Council (SSSC), General Teaching Council (GTC), is required, you will be asked to provide us with your registration certificate.

DRIVING LICENCE

If required, you will be asked to bring proof to your interview that you hold the appropriate driving licence to allow you to carry out the driving duties of the post. A copy will be taken for our records. Where a Certificate of Professional Competence and/or Driver Qualification Card is specified on the person specification, you will also need to provide evidence of the number of hours or periodic training undertaken since issue of the CPC or DQC.

CRIMINAL CONVICTIONS

If you are selected for interview, you will be required to complete a Criminal Convictions Declaration, which gives guidance on previous criminal convictions which require to be disclosed.

We will not discriminate against ex-offenders and, if you have to give details of any previous convictions, this will not automatically prevent you from getting a job. We will consider how previous convictions could affect the job and these will only be taken into account if the offence is relevant to the type of work you would be doing.

CHECKS FOR PREFERRED CANDIDATE ONLY

DISCLOSURE CHECKS

Posts are assessed to determine whether a Disclosure check is required and at what level (basic, standard or enhanced) or Protection of Vulnerable Groups Scheme (PVG) membership is appropriate (and whether it is children; protected adults; or both children and protected adults). This is stated in the job advertisement and on the Person Specification. Where posts require a disclosure check, unconditional offers will not be made until the appropriate satisfactory disclosure check is obtained.

EXISTING PVG SCHEME MEMBERS

If you are already a member of the PVG Scheme with another organisation for the same type of regulated work, the Council will seek a Scheme Record update. Where the post is for a different type of regulated work, the Council will seek a new Scheme Record.

REFERENCES

In your application, you are required to provide details of two referees who can provide information about you which is relevant to your application. One of the referees must be your current or most recent employer. Please note, the application will automatically ask for one referee. Please ensure you add a second. If you have no suitable previous employer who is able to provide an employment reference, a reference can be accepted from education establishments where you have been in education, or a character reference can be accepted from a person of 'good standing', eg Minister, Leader of Voluntary Organisation, GP. The Council does not accept references from family members or friends. The Council reserves the right to ask for details of a further referee where we are not satisfied for any reason.

FITNESS FOR THE POST APPLIED FOR

As part of the recruitment and selection process you may be required to complete a medical questionnaire. This will be kept confidential and only viewed by our occupational health provider. In some cases, depending on the situation or the post, you will be required to undergo a medical or statutory health surveillance assessment by our occupational health provider.

Department Information

Address: Floor 4, Dundee House, 50 North Lindsay Street, Dundee, DD1 1NZ.

The Corporate Services Department is made up of six divisions responsible for:-

- [Corporate Finance](#)
- [Information Technology](#)
- [Human Resources and Business Support](#)
- [Democratic and Legal Services](#)
- [Revenues and Customer Services](#)
- [Corporate Debt and Welfare Reform](#)

The majority of services provided by the department are central support functions to the Council's service departments, however, there are also a number of direct services provided to the public and these are detailed in the individual pages for each of the services provided.

Working in Dundee City Council

Dundee City Council employs approximately 7,500 people.

The Chief Executive leads the non-political organisation, supported by Directors and Heads of Service. Information about Dundee City Council's departments can be found at <http://www.dundee.gov.uk/councildepts/>

VISION AND VALUES

Through Our Partnership, Dundee:-

- will have a strong and sustainable city economy that will provide jobs for the people in Dundee, retain more graduates and make the city a magnet for new talent;
- offer real choice and opportunity in a city that has tackled the root causes of social and economic exclusion, creating a community which is healthy, safe, confident, educated and empowered;
- be a vibrant and attractive city with an excellent quality of life where people choose to live, learn, work and visit.

Our vision is for a City Council that:-

- we are all proud of, where we provide services our citizens need, in an efficient and customer focused manner;
- values, listens to, respects and recognises its employees, is not bureaucratic, but responsive and able to change policy swiftly and effectively;
- is recognised by its peers for its innovation and drive, never complacent and is always seeking to improve its services;
- listens and communicates with its customers, making it easy for them to get help and services when they need them does what it says it will do.

COUNCIL VALUES

To be that kind of Council, members and employees need to live by the following values:-

- we put the council's customers first;
- we have a 'can do' attitude - looking for ways to make things happen;
- we will report honestly internally and externally;
- we will motivate and develop ourselves;
- we will be outcomes and results driven, seeking the highest performance within our resources;
- we will be continually improving ourselves and the processes we carry out;
- we will recognise and encourage innovation and good practice;
- we will keep things simple, reduce bureaucracy and communicate in plain English;
- we will work together to develop the partnership potential; and
- avoid departmental silos of information and resources.

Living and Working in Dundee

JOBS

Ensuring that working age people are in regular employment is a key contribution to building a stronger, sustainable community. We have a clear strategy of developing jobs and helping people who are unemployed.

The opening of the V&A@Dundee is expected to attract tens of thousands of visitors in its first year. This is part of a widely acclaimed vision for the Dundee Waterfront and builds on the city's growing reputation for cultural and new media sector jobs, most recently recognised by the city securing UNESCO status as the country's only "City of Design". Dundee's economic development is significantly influenced by the digital media, academic and science sectors. With two universities and a large regional college, Dundee has one of the highest proportions of students in the UK, which is a major opportunity to create business growth. This provides a strong economic development opportunity for the city to match the peoples' skills to opportunities.

The employability pipeline approach aims to help people who are long term unemployed back into work and also support young people. The Council works with its public sector partners to adopt new approaches to taking on more modern apprentices and engaging with work placement schemes. We are also addressing employment issues through the corporate procurement strategy, a way of ensuring that there are community benefits from public sector spend in Dundee resulting in targeted local employment and skills development.

The population in Dundee is expected to increase by 6.5% to 153,697 by 2035. This increase is across all age groups and is the first set of projections in many years to predict a population increase in the city. For years Dundee sought to reverse population decline and this may be a sign that the long term strategy for jobs for the city is turning the corner and strengthening its economic role.

SOCIAL INCLUSION

The Council's Fairness Strategy promotes a fairer distribution of opportunities to tackle the root causes of poverty, social and economic exclusion. It is a key part of the Council's activities. Dundee has the third largest percentage of its population (29%) living in the 15% most deprived areas of Scotland. The UK Government's welfare reform changes have had a significant impact on Dundee citizens (22.3% are in receipt of benefits) and on how public services support people on low incomes. It is estimated that £27.5m has been cut from welfare benefits to people living in Dundee.

The Council is committed to developing a more preventative and joined up approach to dealing with citizens who are at risk of getting into unmanageable debt or homelessness and removing barriers to participation through an integrated welfare advice, concessions and financial inclusion strategy.

Getting It Right for Every Child is a fundamental goal and is being pursued through an Integrated Children's Services strategy. Dundee has the second highest percentage of its children (38.6%) living in areas within the 15% most deprived areas in Scotland and across the city more than half (56%) of its children living in low income households. Meeting their educational needs through delivering the curriculum for excellence gives children and young people the best chance to have equal opportunities in the future and is one of the main ways the Council is addressing poverty and social exclusion.

It is in the pursuit of social inclusion for children and families that more preventative approaches are needed the most and the Council is experimenting with new approaches through the Lochee Pathfinder "Total Place" in areas such as early years and supporting young people getting to a positive destination after school.

Feedback from the local community planning process has placed a top priority on addressing the impact of drug and alcohol addiction on the community. A full Alcohol and Drugs Partnership Delivery Plan for Dundee has been submitted to the Scottish Government. In recognition of the community feedback that we need to do more and to find new integrated and preventative approaches to the drug and alcohol issue, a comprehensive review is also being undertaken.

QUALITY OF LIFE

Dundee offers a good quality of life and the Council works to maintain access to local community facilities, libraries and opportunities for leisure and fitness in neighbourhoods where people feel safe.

The city has an ageing population who are increasingly dependant on Health and Social Care services. A national Reshaping Care for Older People programme is in place. As part of this programme, a Change Fund for Older People has been introduced which is being used to bridge local service improvements and redesign. These changes are guided and underpinned by the needs and preferences of service users and their carers. Forthcoming legislation will provide a revised framework for service delivery, to improve the outcomes for our adult population by enabling the integration of services across Health and Social Care. Legislation on Self Directed Support has been enacted to give people more direct control over the organisation and delivery of their services.

The Climate Change Act 2009 requires the Scottish Government to publish progress targets on reducing emissions by 42% by 2020 compared with 1990 levels. The Dundee Single Outcome Agreement annual report recorded a reduction of CO₂ emissions in Dundee from 7.2 tonnes per capita to 6.5 between 2008 and 2011. Dundee has made a significant reduction in the amount of waste sent to landfill in recent years and the Council continues to improve recycling provision across the city.

Dundee City Council has implemented an Air Quality Action Plan to improve air quality along some arterial routes and city centre roads, to work towards achieving statutory limits. Seeking complimentary solutions to reduce emissions of CO₂ and local air pollutants, together with sustainable transport policies, are key to continuing the city's positive record in tackling environmental challenges.

The quality of the local environment has a strong influence on the quality of life and the annual survey indicated high levels of satisfaction with the quality and maintenance of open spaces. The Council strives to sustain this record by developing local community planning, maintaining standards of care for parks and achieving the Scottish Housing Quality Standard for homes.

Frequently Asked Questions

How often are Council job vacancies advertised?	Every Friday. They are usually open for 2 weeks. The closing date is shown on the vacancy.
What happens after I submit my online application?	You will receive an email from myjobscotland confirming receipt. The interview date(s) for the vacancy are shown in the advert. If you have any queries regarding your application, you can contact the person/section named in the 'How to Apply' section of this pack. This person/section can also be contacted if you require feedback on your application.
Can I submit my CV instead of applying directly online for this, or any other, Council vacancy?	No, you can only apply online for our vacancies. Dundee City Council does not accept CVs instead of, or in support of, online applications.
Can I download an application form?	No, you can only apply online for our vacancies. If you are unable to access the internet at home, you can do so at your local library. For further information, or to find your nearest library, please visit: http://www.leisureandculturedundee.com/library/your_libraries , or telephone 01382 431500. If you have a disability and require reasonable adjustments, please call 01382 307485 to discuss.
Will my application form be accepted if it is after the closing date?	You will not be able to submit an online application for a post which has passed its closing date. If you have started your application on the day the post closes, you will have until midnight to complete and submit your application.
What special arrangements do you have for employing people who consider themselves to have a disability?	Dundee City Council operates a Guaranteed Job Interview Scheme for applicants with disabilities. You will be guaranteed an interview if you meet the essential requirements listed in the person specification for the post. If you are invited for interview and require any additional assistance, please contact the person/section named in the 'How to Apply' part of this pack..
Will I still be considered for a Council vacancy if I have a conviction?	If you have declared a criminal conviction history, this will only be taken into consideration where the actual history is relevant to the specific duties of the post you have applied for. The candidate Self Declaration Form will only be opened for the selected candidate. Self Declaration Forms for candidates who are not successful will be destroyed unopened.
How do I apply for an Apprenticeship?	Vacancies for apprenticeships, including modern apprenticeships, will be advertised in the same way as all other Dundee City Council vacancies, on www.dundee.gov.uk , on www.myjobscotland.gov.uk (the national recruitment portal) and via JobcentrePlus across Dundee. Craft apprenticeships, eg Electrician, Plumber, Joiner, are usually advertised in April or May each year.