

Apprenticeships

WESTMORLAND AND FURNESS COUNCIL

APPRENTICESHIP VACANCIES

Job Title: Level 3 Apprenticeship – Assistant Accountant

Qualifications Required: Minimum of 5 x GCSEs at Grade C / 4 or above (or equivalent) including Maths and English Language

Workbase: Opportunities are available in Barrow, Kendal or Penrith - to be discussed with the successful candidates.

Apprenticeship Duration: 24 months

Role: Do you want to pursue a career in Accountancy? Do you want to achieve a nationally recognised qualification and benefit from on the job work experience? Then an Assistant Accountant apprenticeship with Westmorland and Furness Council could be for you!

The Finance team provides support to Council services through a mixture of technical, operational and professional advice. This role supports services to effectively manage budgets, make effective operational and strategic decisions, support the development and delivery of strategic and operational change projects and ensure financial systems and accounting information is robust and effective.

This link gives you details of the qualification (standard):

[Assistant accountant / Institute for Apprenticeships and Technical Education](#)



Westmorland
& Furness
Council



Working together

Job Title: Level 2 Apprenticeship – Health & Social Care - Adult Support Care Worker

Workbase: Opportunities are available at either:

Kendal Day Services or Edington Centre, Penrith

Apprenticeship Duration: 15 months

Role: Do you want to pursue a career in Adult Care? Do you want to achieve a nationally recognised qualification and benefit from on-the-job work experience? Then an Adult Support Care Worker apprenticeship with Westmorland and Furness Council could be for you!

Within Adult Learning Disability Day Opportunities no two days are the same. Working as part of a welcoming and professional team you'll be enabling people to access the many and varied opportunities they require to live a fulfilling and rewarding life. You will have the time to get to know people as individuals, with person centred thinking and working being at the heart of everything you do. Some of your time will be spent working within a day centre, on other occasions you will support people to access the community, engaging in a diverse range of activities including sport, leisure, employment or education. You'll learn the essentials of care, ensuring that you are appropriately skilled to deliver compassionate care and support which is dignified, respectful and maximises each person's potential.

To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. Adult Support Care Workers need to have the right values and behaviours, developing competences and skills to provide high quality compassionate care and support. They are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

This is an excellent opportunity that offers a wide range of transferable skills.

Disclosure and Barring Service: This post requires an enhanced DBS check

This link gives you details of the qualification (standard):

<https://www.instituteforapprenticeships.org/apprenticeship-standards/adult-care-worker/>

Job Title: Level 3 Apprenticeship – Customer Service - Adult Social Care Team**Qualifications Required:**

Minimum of 5 x GCSEs at Grade C / 4 or above (or equivalent) including Maths and English Language

Workbase: To be discussed with the successful candidate, either:

Opportunities are available in either Barrow or Kendal, to be discussed with the successful candidate.

Apprenticeship Duration: 18 months

Role: Do you want to pursue a career in Customer Service? Do you want to achieve a nationally recognised qualification and benefit from on-the-job work experience? Then a Customer Service Specialist apprenticeship with Westmorland and Furness Council could be for you!

The Single Point of Access (SPA) teams provide a point of contact across Adult Social Care. The team works with a range of stakeholders internal and external to Cumberland and Westmorland and Furness Councils. We deliver high quality services to support vulnerable people in our communities to remain safe and independent for as long as possible. The team takes calls and receives electronic contacts from a wide range of stakeholders including members of the public and professional partners. The role is diverse, interesting and at times challenging, but a committed team will support you. You will develop skills and knowledge into the services provided across Adult Social Care and will ensure excellent customer service is maintained.

This link gives you details of the qualification (standard):

[Customer service specialist / Institute for Apprenticeships and Technical Education](#)

Job Title: Level 2 Customer Service Apprenticeship – Customer Service Team**Qualifications Required:**

For Level 2 - no formal qualifications are required

Workbase: South Lakeland House, Lowther Street, Kendal, Cumbria, LA9 4DQ

Apprenticeship Duration: 15 months

Role: Do you want to pursue a career in Customer Service? Do you want to achieve a nationally recognised qualification and benefit from on-the-job work experience? Then a Customer Service Specialist apprenticeship with Westmorland and Furness Council could be for you!

The Customer Services Team is a multi-skilled team who provide accurate advice and guidance to customers and are responsible for resolving their questions, queries and issues effectively and efficiently.

The role will involve assisting colleagues with:

- being the first point of contact to resolve customers questions, issues and requests across multiple channels: face to face, phone, email and via our customer portal and self-service channels
- providing accurate advice and guidance to a wide and diverse range of customers either face to face, over the phone or in writing
- utilising internal systems and software packages to capture accurate and relevant details from the customer to record, manage and resolve their requests
- Triaging requests for support and assistance and referring on to relevant team
- Taking and processing payments
- Delivering high quality customer services
- Gathering information and utilising resources to signpost customers to third party support if non-W&F service area/query

[This link gives you details of the qualification \(standard\):](#)

[Customer service practitioner / Institute for Apprenticeships and Technical Education](#)

Job Title: Level 3 Apprenticeship - Business Administrator – Legal Team**Qualifications Required:**

Minimum of 5 x GCSEs at Grade C / 4 or above (or equivalent) including Maths and English Language

Workbase: Kendal

Apprenticeship Duration: 18 months

Role: Do you want to pursue a career in Business and Administration? Do you want to achieve a nationally recognised qualification and benefit from on the job work experience? Then a Business Administrator apprenticeship with Westmorland and Furness Council could be for you!

Do you have an interest in the law? Are you keen to develop your skills in communication, problem-solving, teamwork and negotiation? We are part of the Enabler Services Directorate providing Legal Services primarily to Children's Services to ensure that vulnerable children across Barrow-in-Furness, South Lakes and Eden are safe from harm. Working with us, you will be involved in preparing for court hearings, assisting with witness management and gathering evidence. The work is challenging but affords a fantastic opportunity to develop a wide range of skills and knowledge of working in a legal environment. You will gain a solid foundation for your future career.

This link gives you details of the qualification (standard):

[Business administrator / Institute for Apprenticeships and Technical Education](#)

Job Title: Level 3 Apprenticeship - Business Administrator – Commissioning and Procurement**Qualifications Required:**

Minimum of 5 x GCSEs at Grade C / 4 or above (or equivalent) including Maths and English Language

Workbase: Bridge Mills or South Lakeland House, Kendal

Apprenticeship Duration: 18 months

Role: Do you want to pursue a career in Business and Administration? Do you want to achieve a nationally recognised qualification and benefit from on the job work experience? Then a Business Administrator apprenticeship with Westmorland and Furness Council could be for you!

There are 2 opportunities available in the Commissioning and Procurement. They will be working predominantly in the area of commissioning, procurement and contract management of all goods, works and services in Westmorland and Furness Council.

The purpose of the Commissioning and Procurement Team is to analyse and prioritise needs in Westmorland and Furness. As one of the largest commissioners and buyers within Westmorland and Furness, the Council is acutely aware that its spending patterns will affect, either directly or indirectly, the lives of many who live or work in the area. The Council is committed to taking commissioning and procurement decisions in a responsible manner and through our procurements the Council intends to make a difference to the people, businesses and communities we live in.

You will be embedded in a supportive, committed and friendly team. Working predominantly in the area of commissioning, procurement and contract management of services and goods you will, with support and training, help to deliver high quality services, gaining business administration experience which will support your studies.

You will be given the opportunity to see what the wider team does, which could include the recommission of services or tendering for any type of goods, services or works that the Council needs to buy. This is a busy team that touches every department of the Council and you will get the opportunity to get involved in a huge range and variety of tasks.

[This link gives you details of the qualification \(standard\):](#)

[Business administrator / Institute for Apprenticeships and Technical Education](#)