

# Moving Up On

Supporting East Sussex residents, living in supported and temporary accommodation, to secure an apprenticeship or employment, and permanent housing.

**Employer:** East Sussex Highways

**Role:** Reactive Scheme Delivery Apprentice

**Location:** Heathfield

**Salary:** £15,000 pa

## What is the job?

This Reactive Scheme Delivery Apprentice position is based within the Operations and Reactive Team and will support Minor Works, Highway Stewards, Licencing & Enforcement and Core Programming teams with the delivery and day to day administration of the service. The job involves a range of key tasks, which East Sussex Highways will induct and train you in:

- Researching and managing customer enquiries in writing and via the telephone, providing advice and guidance and contributing to resolving issues and complaints.
- Assisting the Schedulers to set up work schedules and activities
- Creating job packs for workers
- Providing general administration support
- Scheduling staff diaries, coordinating meetings and travel arrangements
- Preparing and checking data / Delivering reports to deadlines
- Taking meeting minutes, circulating agendas and follow up actions
- Maintaining and inputting into existing IT systems including databases

## What skills do I need? *The top 3 skills for this post are:*

1. Being able to communicate well both verbally and in writing, this means you might have had some experience of basic letter writing or dealing with telephone queries
2. Demonstrating you have good organisational and planning skills; this means you can prioritise work and you may have had experience of meeting deadlines
3. Being able to pay attention to detail; this means you are able to check your own work and the work of others for accuracy.

## What attributes or other qualities do I need? *Top 3 attributes for this post are:*

1. You are a team player and enjoy working as part of a team
2. You are customer focused; you can put the customer first
3. You are committed to your own personal development and training

## What experience do I need?

- You are competent using the Microsoft Office suite; Word, Outlook and/or Excel.



## What else does the job offer?

- Further support and training will be offered, for example, Highways will train you on their Customer Relationship Management (CRM) system
- Highways will give you time within your working hours to achieve a recognised Apprenticeship Standard (Customer Service Level 2)
- They offer a generous annual leave entitlement of 25 days per year, plus bank holidays

To find out more about this post and the extra support offered to help you apply, including how to access bursary payments on the Moving On Up programme, please email: [movingonup@sussexcommunity.org.uk](mailto:movingonup@sussexcommunity.org.uk)

Please note that referrals must be made by a support worker or other professional who supports you.

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