

What you may want to know about our police apprenticeship



Due to the continuing success of our Apprenticeship Programme, Greater Manchester Police (GMP), in partnership with Damar Training, is recruiting a significant number of apprentice support roles and would like to attract a wide range of young people from different backgrounds reflecting its Greater Manchester communities. GMP is proud to be different both in the variety of roles it offers and in attracting staff who bring their own different attributes to enrich the service it provides.

About GMP

GMP serves more than 2.7 million people in an area covering 500 square miles. Our main purpose is to meet the needs of our communities; look after our employees; put people first and provide service excellence.

About the roles

Our apprentices perform a vital role within GMP, providing excellent customer service and administrative support to the public, GMP colleagues and partners.

Our current vacancies will be across a number of departments and GMP sites in Greater Manchester. Successful applicants will work alongside police officers and staff in a range of policing support teams. All of the positions will include the provision of administration, IT, communication skills, and providing excellent service standards.

The apprenticeship will be for a period of 12 months learning and development in the role. You will be working from day one but will also be receiving GMP training and training provided by Damar tutors. Your performance will also be assessed throughout the year to ensure you are meeting both GMP required standards and the national standards of the apprenticeship.

Although you will not be expected to be able to carry out all aspects of the apprentice role initially, you will need to be able to show potential to do the key aspects of the role from the start.

About the training

Our apprentices will study for an intermediate (level 2) apprenticeship in either Business Administration or Customer Service.

Essential requirements for successful applicants

Applicants will ideally be able to demonstrate a good attendance record either through school, college, voluntary work or work experience. Evidence of your ability to deliver a good service to customers and work as part of a team is also important.

GMP expects the highest standards of honesty and integrity from all staff, including apprentices. As you would expect, the recruitment process will include a thorough vetting process which includes the disclosure of all previous criminal convictions and cautions (including spent convictions).

Successful candidates:

- Must have a minimum of 3 years' residence in the UK
- Must be aware that visible tattoos (e.g., on hands, face, neck) will require individual consideration. (As a guide, tattoos should not be offensive, send negative messages, nor hinder working with others)
- Must have the right to work in the UK

GMP's main objective is to identify young people who have the potential to work to high standards, under pressure, whilst treating people with respect and compassion.

Qualifications required

Whilst there are no specific qualifications required for the position, applicants will need to demonstrate ability in English, Maths and IT at a level that will allow them to achieve the apprenticeship and to competently carry out the role.

Key skills required

- Professional telephone manner
- Able to produce written work to a good standard of accuracy and conciseness
- Competent in using IT
- Ability to work as part of a team
- Ability to work with a range of customers
- Some customer service or administration experience would be an advantage
- Able to organise, manage and prioritise tasks
- Able to communicate effectively with colleagues, supervisors and external/internal customers
- Able to use own initiative to query, clarify and process details
- Able to understand and process verbal/written instructions in order to complete tasks

Key qualities required

- The ability to work under pressure
- A mature outlook
- Honesty and integrity
- An ability to listen to others
- A desire to progress
- Ability to treat people with respect and compassion
- Happy to work in a busy environment
- Have a good track record of attendance and task completion
- Enthusiastic and motivated
- Flexible approach

Important information about the Apprenticeship contract and future prospects

An attractive and competitive starting salary is provided; £10,608 per annum, rising to £13,029 per annum (subject to progress with performance, attendance and the qualification).

The usual working hours will be 36.25, Monday to Friday, however, successful candidates may be required to work shifts. You should also be willing and able to travel to other offices to provide cover as required.

This is a great opportunity for an exciting new career.
Full training will be provided together with a competitive salary.

To express your interest in these opportunities and to find out more about the application process, please contact **Maria Grimsley** or **Katie Senior** at Damar Training, either by telephone on **0161 480 8171** or by email to **policeapprenticeships@damartraining.com**