



Edinburgh Guarantee Schools Bulletin

Week beginning Monday 8 September 2014

Welcome to the Edinburgh Guarantee schools bulletin. Each week we will be highlighting the opportunities currently available through the Edinburgh Guarantee.

The Edinburgh Guarantee exists to make sure that every school leaver in Edinburgh will leave school with a choice of a job, Further Education or training opportunity.

Would you like to:

- ✓ Find out about available opportunities for you?
- ✓ Understand Edinburgh's job market?
- ✓ Explore your options on leaving school?
- ✓ Find out where to get help to get into employment, education, or training?

For these answers and more, visit our website www.edinburghguarantee.org where you will also find our latest opportunities.

If you would like to speak to one of the Edinburgh Guarantee team to find out more about any of the opportunities, please call Stevi on 529 4067 or Sheena on 529 3525 or email edinburghguarantee@edinburgh.gov.uk.

The City of Edinburgh Council Modern Apprenticeship Programme

Modern Apprenticeships offer school leavers paid employment, combined with workplace training and job specific learning while working towards a recognised qualification.

All Council Modern Apprenticeships are advertised at www.myjobscotland.gov.uk/edinburgh where you should register NOW for job alerts. This will mean you will be notified when each Modern Apprenticeship goes live for applications. They are usually live on the website for two weeks before the closing date for applications. The following apprenticeships will be going live over the next few weeks:

- Business Administration
- Creative Industries
- Facilities Assistant

There is an Information Pack included with each job advert. The Information Pack tells you all you need to know about the City of Edinburgh Council, the apprenticeship, the qualification, the salary and where you will be based. It also tells you what skills, abilities and knowledge you need to have to apply for one of our Modern Apprenticeships.

Applicants for these jobs must live in Edinburgh and have left school within the last three years. 2014 School Leavers are also eligible.



Job Title: Repository Assistant/Messenger

Organisation: National Records of Scotland, New Register House

Contract: One year fixed term appointment leading to a permanent position if during the apprenticeship you successfully complete probation; pass the SVQ Level 2, and then pass a competency based selection interview.

Salary: This position has an attractive starting salary of £16,042.

Main Duties:

- Maintain Internal and External mailing system for New Register House and General Register House as per specified delivery times.
- Deliver Statutory and Old Parish Registers to Casework Sections and Index & Imaging Team as required and return to Dome for storage.
- Provide a service to Scotland's People Centre search rooms located in both New Register House and General Register House, by delivering archival material requested by search room supervisors and returning the material to the archive when customer has finished.
- Assist with the ongoing preservation and maintenance of Registers held in New Register House.
- Miscellaneous duties to be carried out at various times as requested by the line manager including loading/unloading of delivery vehicles, moving furniture, and covering security/reception duties at New Register House during sick absence and annual leave etc.

Some of this work can be physically demanding. Restricted flexible working hours apply as we are open to the public. You will be expected to start no later than 8.00 am and finish no earlier than 4.30 pm.

Uniform will be supplied.

Essential Criteria:

- An effective communicator with good interpersonal skills.
- potential to perform at this level
- ability and commitment to achieve all the outcomes of the apprenticeship including passing SVQ 2 in Business Administration.

Desirable Criteria:

- IT based skills
- Numerical ability.

Information about the branch/unit/team:

National Records of Scotland (NRS) was established in 2011, following the merger of General Register Office for Scotland (GROS) and the National Archives of Scotland (NAS).

This post is part of the Support Services team in Records Enterprise Branch which is the semi commercial arm of NRS aimed at helping members of the public access the open public records. The branch is headed by a B3. The Support Services team comprises of 1 B1, 8 A3 Repository Assistant/Messengers and 2 A3 Reception staff.

The post offers the opportunity to develop diverse skills. These include direct service provision to the general public, working as part of a team and the opportunity to gain knowledge of family history research and the records in our custody which date back to the 16th Century.

Further information can be obtained from Ross Gillan on 0131 314 4428 or ross.gillan@gro-scotland.gsi.gov.uk.

How to apply: Candidates should explain in their CVs specifically how they meet the competencies indicated in the attached job description and should include a short covering letter. Please email CVs and covering letters to christopher.ruane@sds.co.uk.

Closing date: Monday 22 September.



Edinburgh Guarantee opportunities are specifically created for Edinburgh school leavers from the past 3 years.

Job Title: .Net Software Apprenticeship

Contract: 12 Months

Salary: £10,000

Organisation: QA Apprenticeships are part of QA Ltd - an award-winning apprenticeships training provider who offer IT, sales and business related apprenticeships throughout Scotland. Our apprentices work with industry leaders including Atos, British Gas, BSKyB, Capgemini and Cisco.

What might a day look like in this job?

The ideal candidate will be a technically minded, enthusiastic individual keen to gain experience in the latest Software technologies who can work closely with the project managers, designers and other developers. Applicants should be able to demonstrate enthusiasm for learning technical skills in a Software development.

As part of the apprenticeship you will attend .Net Fundamentals, .Net Advanced, Databases and SQL and Web Development training courses in one of our Training Centres.

This is a fantastic opportunity to kick start your Software career in a company who want to fully support you throughout your qualification.

Work Environment: We are recruiting on behalf of an ICT consultancy based in Edinburgh who seek a .Net Software Apprentice who is interested in further developing their skills. The company analyse business requirements to ensure they streamline all processes efficiently for their clients. You will be involved in developing prototypes for business users and will work with the client from start to finish whilst shadowing an engineer to ensure the development process runs smoothly.

What Qualifications / Qualities are required? You must demonstrate knowledge of Software Development either having studied this at School or College.

Other skills:

- Excellent communications with internal customers, both written and verbal
- Positive attitude towards problem solving
- Self-starting attitude towards learning
- Work well in isolation or as a team member in an open office environment
- Enthusiastic nature with a willingness to learn and develop
- Must have a passion for IT.

Scotland - You must have at least 5 Standard Grades at level 1-3, or equivalent, including Maths and English.

What will I Learn?

Scotland - Software & Web Development Level 3 - | Diploma for Information Technology and Telecommunications Professionals SCQF Level 6. Plus either: | MTA in Software Development.

How to apply: Please register through <http://apprenticeships.qa.com/> or email Natasha.Walker@qa.com quoting Ref No: 3002.

Closing Date: The job will be closed when a satisfactory level of suitable applications have been received.



Job Title: Trainee Digitisation Assistant (age 18-24 years)

Organisation: The National Galleries of Scotland

Contract: Full Time Fixed Term (18 months)

Salary: c. £15,000 pa FTE (Band 8)

The National Galleries of Scotland (NGS) cares for, develops, researches and displays the national collection of Scottish and international art and, with a lively and innovative programme of activities, exhibitions, education and publications, aims to engage, inform and inspire the broadest possible public.

NGS is a non-departmental public body (NDPB) centrally funded by the Scottish Executive. It is internationally renowned, attracts nearly 1.5 million visitors per year and consists of the following sites in Edinburgh:

- The Scottish National Gallery on The Mound
- The Scottish National Portrait Gallery on Queen Street
- The Scottish National Gallery of Modern Art on Belford Road.

The Project

NGS has secured funding from Heritage Lottery Fund to support the training of 12 people in the skills required to deliver online access to collection material. This project will involve providing work-based learning as well as formal training and mentoring to bring trainees up to the necessary skills level to deliver high quality digital outputs and ensure that these are accessible through the internet.

The project will also make a significant contribution to the NGS Digital Engagement strategy by making a significant proportion of our paper based collections (photographs, drawings, prints etc) accessible to the public online.

What might a day look like in this job?

This is an opportunity to develop the skills needed to digitise, and make available through the internet, paper based collection material from the collections of the NGS. Our trainees will be given a full induction into NGS and into the role. Then they will be supported through a programme of work-based (on the job) learning. Once trained, they will practice, refine and further develop their skills by digitising artworks from the collections and making these available online. The post includes a 20 week placement at the National Library of Scotland (also in Edinburgh) to further develop their range of digital skills. Trainees will be required to have their learning assessed against a Collections Online SVQ. The qualification also includes employability training to help improve career prospects for trainees who complete the programme.

Key Responsibilities:

- To complete the training programme in a conscientious manner
- To take full responsibility for their learning on the programme
- To complete assigned work tasks in a consistently careful and methodical way
- To co-operate with the instructions of trainers and managers
- To work collaboratively with colleagues and support a positive working environment
- To protect and preserve the collections of NGS and NLS

Work Environment: The National Galleries of Scotland has office and studio accommodation in some of the most historic and beautiful buildings in central Edinburgh. You will have the opportunity to work across many of these sites during the course of your employment. Working alongside a variety of NGS and National Library of Scotland (NLS) employees, you will experience many different ways of working, and many different work environments. Most often you will work in small groups with fellow trainees, led by a mentor, and supported by other staff such as the Project Coordinator.

What Qualifications / Qualities are required?

No previous work experience is needed for this role. However, we are looking for particular personal qualities and evidence of interest (hobbies etc) in this area of work. We have listed below the qualities we would like to see in a perfect candidate. Please use this list to show how you think you could meet our requirements. Don't forget to tell us why you think this description applies to you!

Essential: we really need to see convincing evidence that you have these qualities

- Has at least two Highers
- Interested in digital photography and publishing images on the internet
- Not put off by doing repetitive tasks
- Has a methodical and careful approach – likes taking care of **all** the details
- Has a good understanding of databases
- Good communication skills
- Works well as part of a team
- Takes pride in doing things well
- Enthusiastic about this opportunity!

Desirable: we think these qualities are nice to have

- Interested in cultural heritage
- Interested in history of photography and/or art.
-

How to apply: For a full job profile and to apply, please visit <https://nationalgalleries.engageats.co.uk/>.

NGS are committed to improving the diversity of its workforce and welcome applications from all sections of the community.

Closing Date: Friday 19 September.



Edinburgh Guarantee opportunities are specifically created for Edinburgh school leavers from the past 3 years.

Job Title: Web Content Editor

Organisation: Kraya Ltd

Contract: Permanent subject to a successful probation period

Salary: £12k to £16k depending on experience

What might a day look like in this job?

Do you like working hard to achieve your dreams? Are you super organised? Do you love video games?

Kraya are looking for an enthusiastic individual who loves video games; all-things internet; challenging and engaging work; and aspires to take over the world!

This is a unique opportunity to play a defining role in an exciting new global project. You will be within the R&D department of kraya; helping us to develop a site that could change the way we find video games we love to play.

You will have full support and training to work with cutting edge technology and grow with the business.

Work Environment:

You will be working with a company that has been in business for over 13 years and have worked on some very high profile projects and clients. Our previous clients have included Stagecoach, Edinburgh Fringe, Kellogg's and Boots to name a few.

We pride ourselves on working with cutting edge technologies and all our knowledge will be at your disposal for your growth. We are happy to work around lack of experience and provide full training for candidates who have a hunger to learn!

Kraya is not just a place to work - it's a family, a way of life. Our culture is 100% professional – and it's also great fun! At kraya we believe the more you enjoy your work the more productive you are - resulting in maximum rewards all round. We fully understand the importance of work / life balance and that's why we offer a range of flexible working conditions.

What Qualifications / Qualities are required?

The candidate will ideally be able to demonstrate a good rounded knowledge of current and classic video games; an aptitude for web based technologies (CMS); and most importantly, a thirst for knowledge and experience.

Essential Skills:

- a broad range of knowledge of Video Games
- an aptitude to learn web technologies
- experience engaging with online communities
- experience using major Social Media Platforms (Facebook, Twitter, YouTube, Reddit).

Essential Interpersonal Skills:

- super organised
- self motivated
- friendly and helpful

- flexible and able to change priorities easily
- detail orientated and accurate
- trustworthy and reliable
- good communication and team-working skills to collaborate effectively with others.

Desirable Skills:

- experience with web development (HTML/CSS) a major plus!

What will I Learn?

We are developing a website that we hope will become the most amazing video game recommendation engine in the world. You will learn how to:

- administer our website using our Content Management System
- administer and moderate our community
- assist with managing our freelance writers
- assist with organising campaigns/contests.

How to apply: To request an application form, please email edinburghguarantee@edinburgh.gov.uk quoting the job title and organisation in the subject box.

Closing Date: Sunday 21 September.



Edinburgh Guarantee opportunities are specifically created for Edinburgh school leavers from the past 3 years.

Job Title: Modern Apprentice Caseworker (5 positions)

Organisation: Student Awards Agency for Scotland (SAAS)

Contract: 37 hours per week

Salary: £15,792

SAAS is an Executive Agency within Scottish Government which provides student support to all higher education students in Scotland. Our staff are civil servants. New staff must have a basic disclosure certificate before appointment (we will tell you how to get this).

SAAS has approximately 170 staff and are based at Saughton House in Edinburgh.

SAAS is recruiting 5 Modern Apprentices to work within our Customer Services Unit.

What might a day in this job look like?

On a day to day basis, following training on our systems and rules, Customer Services staff are likely to:

- assess new applications in order to make a student award
- update a student award in light of a change in circumstance or new information
- write letters/emails to existing applicants in response to a query or to ask for additional information
- speak to students or their parents/partner by telephone to resolve an issue
- speak to a student or their parents/partner in our office.

What Qualifications / Qualities are required?

The roles available in our Customer Services teams are challenging and would suit individuals who are:

- good listeners and good communicators (verbal and written)
- able to work independently and as part of a flexible team
- able to accurately apply rules to assess eligibility, using their own judgement when necessary
- focused on delivering a high quality service to our customers.

You must be between 16 and 24 years of age.

Applicants must comply with the minimum entry requirement for the Civil Service.

You must hold a **minimum** of 5 SQA Standard Grades or National 4 or 5s including English and a subject which clearly indicates competency in figure work such as Mathematics, Accounting, Finance, Arithmetic, Book-keeping, Statistics, Physics.

Other educational qualifications equivalent to these may also be acceptable.

Before applying, please ensure that you have these (or equivalent) educational qualifications. Applicants without them will not be considered for appointment. If you are in any doubt about your qualifications, please ask for our advice before you apply. Before offering you an appointment we will require to see your original certificates.

Applicants must not have previously undertaken a Modern Apprenticeship Programme.

The Civil Service Commissioners require that Modern Apprenticeship post holders complete their SVQ, complete a probationary period of 9 months and pass a competency based interview prior to being finally confirmed in post. Assuming successful completion of the Modern Apprenticeship Programme you would be expected to remain in post for a minimum of 3 years.

How to apply: Send your CV to veronica@limelightcareers.co.uk or call Veronica 0131 516 9111.

Closing date: 12 noon on Thursday 11 September.



Job Title: Modern Apprentice Laboratory Assistant, Science and Advice for Scottish Agriculture (re-advertised)

Organisation: Scottish Government (Gogarbank)

Contract: Twenty month fixed term appointment leading to a permanent position if during the apprenticeship you successfully complete probation; pass a SVQ 3 in Life Sciences, and then pass a competency based selection interview.

This is an exciting opportunity for someone who likes to work in a laboratory environment and who is friendly, reliable, flexible and enjoys working within a team.

The SVQ 3 in Life Sciences will be on a day release basis at Forth Valley College in Falkirk as part of a two year HNC in Applied Sciences course. You will be expected to travel there by public transport with the costs reimbursed.

Salary: This position has an attractive starting salary of £16,042.

Main Duties:

As a Modern Apprentice – Laboratory assistant within Virology & Zoology – you will assist with the analysis of samples submitted to SASA by government inspectors and growers for laboratory testing. This work will include:

- **Nematology Laboratory Work:** The laboratory is the single official centre testing for potato cyst nematodes (PCN) in Scotland and is responsible for processing up to 20,000 soil samples each year from land intended for growing seed potatoes. Nematodes are microscopic worms that can be very damaging to many crops, particularly potatoes. Sample analysis is carried out using a DNA based test and you will be responsible for much of the preparation work, extracting the PCN from the soil. In addition you will also be expected to help with the preparation and processing of a range of other samples.
- **Entomology Laboratory Work:** During the summer months, you will be expected to assist with laboratory and field work on insect pests. The section operates a small network of aphid suction traps within Scotland, used to provide advice on the risk of these insects spreading viruses between potato crops. A testing service is also provided to commercial bee-farmers and amateur bee-keepers in relation to honey bee diseases.
- **Virology Laboratory Work:** We also carry out virus testing in support of the Scottish Seed Potato Classification Scheme. Most testing is currently carried out by an immunological method based on antibodies, although a DNA-based method has recently been introduced.

In addition you may be required to:

- Assist in field work including the collection of plant material for virus testing and aphids for studies of virus transmission.
- Assist with research and development work to support our testing methods.

Training will be provided for all tasks.

Competencies:

Self Awareness:

As a Modern Apprentice working in a laboratory environment you will develop specialist processing skills, becoming proficient in a range of diagnostic methods to complete work to agreed standards of accuracy and thoroughness. Focus and dedication are necessary to achieve this objective. The nature of the training requires the post holder to be open and responsive to constructive feed back and to seek support when needed.

Team Work:

V&Z provides a diagnostic service to the Agriculture, Food and Rural Communities Directorate and the horticultural and agricultural trade. The provision of this service is a team effort and good working relationships with colleagues are essential for the team to work efficiently and effectively. You need to be able to accept and embrace change and, working in a team environment, be aware of your personal impact on others.

Customer Service:

V&Z provides laboratory services for a wide range of internal customers, primarily Scottish Government staff within the Rural Payments and Inspections Division in relation to crops and plant health, and ultimately for external customers within the agricultural and horticultural sectors. You will be able to build effective working relationships and understand the needs and expectations of a diverse range of customers.

Information Management:

V&Z processes large numbers of samples and operates a range of systems to manage the data associated with these samples. A thorough approach to data management is required to ensure that these systems work effectively and efficiently and therefore all information relating to samples is presented accurately and within time limits. V&Z also operates within a Quality Assurance (QA) system working to the ISO9001 standard. The post holder must work and train within the QA environment to ensure the validity of results produced.

Communications and Engagement:

Working as part of an efficient and effective team requires an ability to communicate ideas in a clear and concise way whilst respecting the views and concerns of colleagues. Given the technical nature of the post, the post holder should take a positive role during training and have the confidence to ask questions to clarify their understanding of the guidance provided.

A3 posts within the Scottish Government are normally filled by individuals who have 5 standard grades at level 3 or above. Although we do not specify this educational criteria for our Modern Apprenticeships, we wish to attract high quality candidates who have the:

- potential to perform at this level
- ability and commitment to achieve all the outcomes of the apprenticeship including passing SVQ 3 in Life sciences.

Essential Criteria:

- Standard grade biology (or equivalent).
- Attention to Detail
- Numeracy

Desirable Criteria:

- Basic laboratory experience
- Good organisational skills
- Knowledge of e-mail, word processing and spreadsheets.

Information about the branch/unit/team:

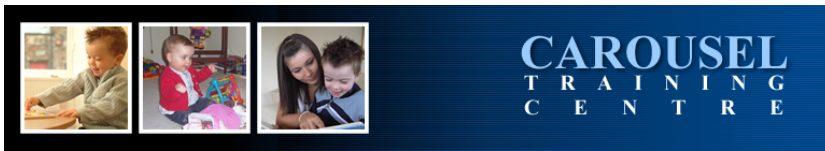
This post is in Virology & Zoology (V&Z) a branch of Science and Advice for Scottish Agriculture (SASA) a division of AFRC. V&Z carries out quality diagnostic testing on a range of samples to meet the Scottish Government's commitments in relation to Plant and Bee Health legislation and Seed Potato classification. V&Z provides an efficient, cost effective and up to date service to customers through its skilled staff, modern equipment and facilities.

The post is based at SASA in the west side of Edinburgh at Roddinglaw Road, Gogarbank. SASA is housed in a new modern building within its farm land at Gogar. It has dedicated facilities including a staff restaurant and fitness room. The site is readily accessible by car. For staff commuting by public transport SASA has arranged a morning and afternoon taxi service linking SASA to the RBS headquarters at Gogarburn which is well served by the city's bus network. These aspects make SASA a desirable working location.

This is an exciting opportunity for someone who likes to work in a laboratory environment and who is friendly, reliable, flexible and enjoys working within a team.

How to apply: Candidates should explain in their CVs specifically how they meet the competencies indicated in the attached job description and should include a short covering letter. Please email CVs and covering letters christopher.ruane@sds.co.uk.

Closing date: Wednesday 17 September.



Edinburgh Guarantee opportunities are specifically created for Edinburgh school leavers from the past 3 years.

Job Title: Apprentice Nursery Nurse (various opportunities/locations)

Organisation: Carousel Training Centre

Contract: Permanent

Salary: National Apprenticeship Wage

What might a day look like in this job?

You will be employed full time in a private nursery and expected to work as part of a team to provide a quality programme of activities and learning for children as young as babies to 5 years old. You will help children develop their physical, intellectual, language and social skills through play and work and partnership with parents and staff.

Training: You will train towards your SVQ Level 3 in Social Services (Children and Young People). Apprentices will attend a workshop for theory one day every 4 weeks and an assessor will visit the workplace on a monthly basis to observe and assess your practical competence.

What Qualifications / Qualities are required?

In order to be eligible for the Modern Apprenticeship Programme, applicants must be aged between 16 to 19 years old.

Candidates must have or expect to achieve 3 of the following (one of which must include English):

- Standard Grades (1-4);
- Intermediate 1 or 2 (A-C); or
- National 4 or 5.

Candidates must have good interpersonal skills, be highly motivated, have good communication skills and be reliable.

NO EXPERIENCE IS REQUIRED!!

What will I Learn?

You will help the children learn and develop their physical, intellectual, language and social skills through organised play. You will care for them whilst away from their family, giving support where required. Other duties will include feeding, caring, developing and planning of activities. Domestic duties are required to ensure a safe environment for the children.

How to apply: Please visit our website www.carouseltraining.com to apply or phone 0141 332-0030 for further information.

Closing Date: We recruit all year round.



Job Title: Modern Apprentice Administrative Officer

Organisation: Scottish Government (St Andrew's House)

Contract: One year fixed term appointment leading to a permanent position if during the apprenticeship you successfully complete probation; pass a SVQ 2, and then pass a competency based selection interview.

Salary: This position has an attractive starting salary of £16,442.

Main Duties:

The role of Modern Apprentice posts in this range (A3) is to offer business administrative support and secretarial support under the supervision of and in support of a more senior officer. Duties usually call for the exercise of discretion and initiative whilst carrying out routine tasks and will often involve the use of IT based skills.

A3 Modern Apprentices may be required to operate an internal electronic finance and budgeting system, an electronic ordering and payment system, an electronic filing system and an electronic human resources system.

Posts at this level tend to report to a post in Band B, but may report to a more senior post in Band A.

Additional Information relating to main duties in the Integration and Reshaping Care Division:

- Provide business administrative support to the Integration and Reshaping Care Division.
 - Fielding telephone calls and take messages for the Division
 - Arrange meetings including booking venues / circulating papers
 - Saving documents / papers to the electronic filing system
 - Arrange catering, travel, stationery via the electronic ordering and payment system
 - Support colleagues in preparation of large conferences (preparing delegate packs / helping with registration).

Essential Criteria:

A3 posts within the Scottish Government are normally filled by individuals who have 5 standard grades at level 3 or above. Although we do not specify this educational criteria for our Modern Apprenticeships, we wish to attract high quality candidates who have the:

- potential to perform at this level
- ability and commitment to achieve all the outcomes of the apprenticeship including passing SVQ 2 in Business Administration.

Desirable Criteria:

- IT based skills
- Good communications skills.

Information about the branch/unit/team:

This post contributes towards the Scottish Government National Outcome Our public services are high quality, continuing improving, efficient and responsive to local people's needs.

The division has taken forward the work to produce the legislation to integrate adult health and social care with the Public Bodies (Joint Working) (Scotland) Act 2014 receiving royal assent on 1 April 2014. The Act provides the legislative framework for integration of health and social care services in Scotland. In addition to the integration agenda, the division is responsible for other aspects of effective partnership working, such as Delayed Discharge, Change Fund for Older people's services, Free Personal and Nursing Care and Intermediate Care.

The Integration and Reshaping Care division is made up of two C2s, one C1 (TRS), six B2s, two B1s and two A3s, as well as a range of secondee professional advisers. You will report to a B2 policy officer .

How to apply: Candidates should explain in their CVs specifically how they meet the competencies indicated in the attached job description and should include a short covering letter. Please email CVs and covering letters christopher.ruane@sds.co.uk.

Closing date: Thursday 18 September.



Job Title: Modern Apprentice Business Support Officer

Organisation: Scottish Government (Victoria Quay)

Contract: One year fixed term appointment leading to a permanent position if during the apprenticeship you successfully complete probation; pass a SVQ 2, and then pass a competency based selection interview.

Salary: This position has an attractive starting salary of £16,442.

Main Duties:

- Monitor Chief Planner mailbox and directing to Chief Planner or other relevant official for action or review.
- Prepare daily correspondence summary for Chief Planner to highlight issues for his information or action.
- Secretarial support to the Assistant Chief Planners and Chief Architect. This includes arranging meetings, organising travel and accommodation etc
- Helping to maintain Planning and architecture Library.
- Helping to update a corporate tracker to maintain an overview of Ministerial and corporate activities and deadlines across the Division.
- Provide general business support.

This will include:

- Answering telephone calls and relaying messages
- Sorting and distributing mail
- Scanning, photocopying, filing and posting
- Creating purchase orders, paying invoices, receipting and amending orders using the Scottish Government's easebuy and accounting systems
- Setting up video and tele-conference equipment in meeting rooms
- Typing and data input
- Reconciling statements.

Competencies and experience required:

Communications & Engagement: You should be able to communicate effectively, both orally and in writing. You will have frequent contact with senior staff in in the Scottish Government. You must therefore be able to express yourself clearly and confidently.

Customer Service: Being able to build and maintain relationships with colleagues across the organisation is a key requirement of this post. You should be professional, open and responsive to the needs of the Chief Planner.

Self -Awareness: You must be able to prioritise your workload and be able to work independently as well as part of a group, seeking help and support when necessary. You will need to be flexible to respond to changing circumstances, expectations and deadlines.

Information Management: The post holder will be responsible for recording and collating information. You will be required to use email, Microsoft Word and Excel as well as the Scottish Government's electronic filing system.

Team Working: We are a small team providing a range of support across large Division therefore the ability to work well as part of a team is crucial to this post. As a team player you must be flexible and adaptable; able to work closely with your colleagues to ensure priority tasks are completed accurately and in a timely manner.

Essential Criteria:

- Ability and commitment to achieve all the outcomes of the apprenticeship including passing SVQ 2 in Business Administration.

- Good interpersonal and communication (written and verbal) skills: confident in interacting with a wide range of senior stakeholders.
- Ability to organise and manage your workload in a flexible way to respond to competing priorities in a fast paced, ever changing environment.
- Ability to work under own initiative.
- Good team working skills.

Desirable Criteria:

- Experience of working in a customer service environment
- Some experience of using email, Microsoft Word and Excel, however, training can be provided.

Information about the branch/unit/team:

The successful candidate will join the Central Business Team which currently includes 1 x Business Manager, 2 x Business Support Managers (1 to be recruited) and a Business Support Officer.

The team is part of Planning and Architecture Division, based in Victoria Quay, Edinburgh.

The Modern Apprentice will be managed by a Business Support Manager.

How to apply: Candidates should explain in their CVs specifically how they meet the competencies indicated in the attached job description and should include a short covering letter. Please email CVs and covering letters laura.mack@sds.co.uk.

Closing date: Wednesday 10 September.



Edinburgh Guarantee opportunities are specifically created for Edinburgh school leavers from the past 3 years.

Job Title: Apprentice Finance and Procurement Apprentice

Organisation: QA Apprenticeships are part of QA Ltd - an award-winning apprenticeships training provider who offer IT, sales and business related apprenticeships throughout Scotland. Our apprentices work with industry leaders including Atos, British Gas, BSKYB, Capgemini and Cisco.

Contract: 12 Months

Salary: £8,000 PA

What might a day look like in this job?

- Processing Sales Orders
- Processing purchase orders
- Good receipting (matching up goods received against receipts)
- General admin duties

Work Environment: A Raw Meat Manufacturer based in Edinburgh is looking to recruit an Apprentice Finance and Procurement Admin Assistant. The role is based in the Finance Department and is an exciting opportunity for an apprentice to work with a recognised and established Scottish company.

What Qualifications / Qualities are required?

- You will have at least 5 standard grades at level 1-3, or equivalent, including Maths and English
- As part of this modern apprenticeship you will be expected to complete an SVQ level 3 in business administration
- You will be expected to be able to use a range of Microsoft Office applications, including Word, Excel and Outlook and be willing to learn and use other packages appropriate to the role
- You will have good communication skills, both written and oral, and be expected to work as part of a wider team
- You will have good attention to detail and organisational skills and be able to prioritise your work and manage your time in order to meet deadlines
- Flexibility and reliability are pre-requisites as is an understanding and commitment to the values of the company.

What will I Learn?

Scotland - Business Level 3 - | SVQ in Business & Administration | Microsoft Office Specialist (MOS) | One optional day from the QA Professional Development catalogue | Core Skills Level 2.

How to apply: Please register through <http://apprenticeships.qa.com/> or email Natasha.Walker@qa.com quoting Ref No: 2832.

Closing Date: The job will be closed when a satisfactory level of suitable applications have been received.



Apprenticeship opportunities within TSB

Location: Edinburgh EH2 2DS (1 vacancy), EH16 5PB (1 vacancy), EH6 8LT (1 vacancy).

Apprenticeship qualification: Professional Bankers Award, CBI (Chartered Bankers Institute) Level 2 or 3.

Minimum qualification requirements: 5 GCSEs grades C or above including English and Maths or equivalent qualifications.

Salary: £13,950 per annum

Vacancy Description

This is a great opportunity for someone who would like to start a career in banking, allowing you to gain a qualification and experience whilst earning a wage!

- Creating genuine rapport with customers and gaining a full understanding of their needs in order to provide relevant and exceptional customer service.
- Effectively use information available during each customer call to ensure that the products they hold and services they access continue to support their financial journey.
- Create real value for our customers, increase customer loyalty and ultimately contribute to the success of our business.
- Build and maintain an expert knowledge of all applicable TSB products and services, including a full understanding of all related features and benefits.
- Deliver a simple, efficient and straightforward customer experience that aims for resolution of the customers query on the first call.
- Ensure the customer is clear on what has been achieved on each call and that they are aware of any next steps.
- When transferring a customer to other areas of the business, ensure this service is seamless, avoiding the need for customers to repeat themselves.
- Take responsibility for improving customer retention.
- Undertaking on call and after call administration activity that ensures records and paperwork are fully up to date and accurate and that the outcome agreed with the customer is delivered.
- Acting as a positive ambassador and role model for TSB, doing the right thing for customers and the business, applying "Treating Customers Fairly" principles into all activities, always acting with honesty and integrity and in line with defined policy and procedure.
- Promote and recommend the full range of TSB servicing channels, such as internet banking.
- Ensure that customers are made aware of and have full access to the complete range of service delivery channels.
- Ensure that all customers are dealt with in accordance with all compliance and regulatory requirements which aim to protect our customers as well as the reputation of TSB.
- Being proactive in preventing business loss and damage to reputation.
- Regularly reviewing own performance against business objectives and taking personal responsibility for self-development by addressing any knowledge or skills gaps.
- Proactively identifying issues that are preventing us from us providing excellent customer service / sales opportunities and escalate these via the relevant channels for resolution.
- Ensuring an excellent customer experience at all times by actively seeking and acting on feedback from customer satisfaction surveys, customer conversations, peers and managers.

How to apply: Please email your CV to rebekasmith@bpp.com, with subject heading of 'TSB2014' and preferred location (please include the postcode), or contact on **03300603244** for further information.

For further information in regards to qualifications and apprenticeship vacancies, please visit:
www.bpp.com/apprenticeships.



Edinburgh Guarantee opportunities are specifically created for Edinburgh school leavers from the past 3 years.

Job Title: Office Assistant

Organisation: Royal Highland and Agricultural Society of Scotland

Contract: Full-time position (Monday-Friday; 8.30am – 5.00pm)

Salary: Competitive starting salary and excellent benefits.

What might a day look like in this job?

As the office assistant, you will be a bright, friendly, confident, hard-working and conscientious individual who will provide day-to-day support to the administration team. As you will play a vital role in the smooth running of the office and will be the first point of contact for the company, you will have a polite and professional manner, will be a good time keeper with a can-do attitude and be willing to learn.

Work Environment: Within our busy office you will carry out the following duties:

- Answer incoming telephone calls
- Greeting staff and customers to Reception
- Scanning and distributing incoming mail
- Copy typing
- Assisting with reports
- Photocopying
- Booking and preparing Meeting Rooms
- Ordering Lunches
- IT Systems co-ordination
- Assisting with company events
- Organising training
- Recording all outgoing mail
- Assisting with banking
- Filing
- Stationery ordering

What Qualifications / Qualities are required?

We are looking for an organised, well presented and enthusiastic Office Assistant to fill a vacancy within our well respected organisation. This represents a fantastic opportunity for the right candidate to start their administration career in a varied role within a busy office environment. No previous experience is required and training will be provided in the required IT programmes.

Essential Skills:

- Proficiency in Microsoft Office
- Experience of Microsoft Access
- Polite and professional office and telephone manner
- Educated to Higher Level

What will I Learn?

No previous experience is required and training will be provided in the required IT programmes

How to apply: Please apply by sending your CV with a cover letter to: hr@rhass.org.uk

Closing Date: The job will be closed when a satisfactory level of suitable applications have been received.



Vincent Bell Training Academy – Employability Stage 3

We are offering a unique insight into the hairdressing industry. On our 13 week course, you will complete SVQ1 Hairdressing and be on placement in a salon 4 days a week for 12 weeks. This course is funded by Skills Development Scotland.

On your first week you will complete an induction which includes Health & Safety and what is expected from you in the workplace. Towards the end of this week you will be sent for interviews with salons that are looking to employ hairdressing assistants. The next 12 weeks are spent in house on a Monday where you do written and practical work towards your SVQ1 Hairdressing. The units covered include “Shampoo and Condition Hair”, “Blow Dry Hair” and “Assist with Colouring Services”.

After the end of the 13 weeks, it is hoped that you have made yourself so much part of the salon team, having demonstrated your time keeping and attendance, that they will offer you full time employment and sign you up for a Modern Apprenticeship with Vincent Bell Training.

We work with salons across Edinburgh from large city centre salons to small suburban salons so we can help you find the salon that is right for you.

You will be paid a training allowance of £55 per week and your travel will be reimbursed weekly after the first £3.

We have a proven track record of progressing young people from this course onto Modern Apprenticeships.

If you are 16-17 years old and are interested in applying for the course then telephone Karen Irvine 0131 228 1383 to arrange an interview.



Edinburgh Guarantee opportunities are specifically created for Edinburgh school leavers from the past 3 years.

Job Title: Trainee Upholsterer

Contract: Permanent subject to completing a successful 6 month fixed term contract

Salary: National Minimum Wage based on the young person's age

Organisation: Be Seated

What might a day look like in this job?

Due to expansion in our busy workshop we are looking to recruit a Trainee Upholsterer. We carry out work for several high profile companies throughout the UK and have built up an excellent client base over 16 years. These are the basic duties that you will initially carry out as you work towards becoming an accomplished Upholsterer:

- Learning traditional and modern upholstery
- Removing fabric from existing furniture
- Learning to use hand tools
- Learning to use a sewing machine
- Cutting fabrics
- Maintain a tidy and safe workshop following health and safety working practices
- General assistance as required in the workshop.

Work Environment: We have a small workshop where our team work together to produce high quality end results that meet and exceed the expectations of our clients. It's not a typical workshop - due to being a small team our staff are multi-skilled and very much work together. They are creative problem solvers who are encouraged to use their own initiative.

What Qualifications / Qualities are required?

You should have National 4 Design and Manufacture or equivalent. You must be able to demonstrate artistic flair, be highly motivated and capable of taking verbal and written instructions. You must be numerate, hard-working, reliable, punctual and happy to work within a small team. This is such a niche business and the young person would really need to be very interested in this craft with a passion for this type of work. Due to the nature of work, it would be beneficial to applicants if they have any experience of working with tools and as part of a team in a quiet environment.

What will I Learn?

All training will be carried out in-house. Be Seated will provide all the work related training, knowledge and experience necessary to become an accomplished Upholsterer.

How to apply: To request an application form, please email edinburghguarantee@edinburgh.gov.uk quoting the job title and organisation in the subject box.

Closing Date: There is not a closing date for this opportunity. We will accept applications on an ongoing basis until enough suitable applications have been received. We would encourage you to apply ASAP to avoid any disappointment if the application process closes without notice.



Egg Hair & Body are looking to recruit:

Junior Apprentice Hairdresser aged 16/17. This will be a 2 year apprenticeship and the apprentice will be trained up to SVQ Level 2 standard. There is also an option to work towards SVQ Level 3. All training will take place in the Salon and will be accredited by an outside organisation. Will be working 5/7 days and Salon is open 10am-8pm.

Beautician – full-time - must have completed a 2 year SVQ and company will consider qualified Wage Incentive clients.

How to apply: Please email CVs FAO Craig to: egghairandbody@btconnect.com.

Egg Hair and Body
23 Broughton Street
Edinburgh
EH1 3JU



Job Title: Crew Member/Customer Care

Organisation: McDonald's

We're the world's biggest family restaurant business, serving 3m customers a day in the UK alone. But we can only do this with the support and dedication of the people that work here. Together, they help us create a great customer experience. So we invest in their talent in a culture that thrives on flexibility, opportunity, equality and development. Join us and we can promise you a wealth of training, career opportunities, rewards, benefits and plenty more besides.

McDonald's currently has various openings in Edinburgh. Please check back often for new Edinburgh job openings to find a career that is right for you. Thank you for considering a career at McDonald's. For a full list of jobs available please visit <http://jobs.mcdonalds.co.uk/uk/edinburgh-jobs/job-list-1>.

Requirements:

Quite simply, you'll be working in our fast moving, high energy environment and we're looking for a genuine smile plus an ability to connect with customers and make them feel valued.

Attributes:

To join us as a Crew Member you'll need to be confident in approaching and dealing with diverse groups of people. Friendly, courteous and helpful behaviour will come naturally to you and you'll work well as part of a team. Effective communication skills such as attentive listening, face-to-face verbal communication and eye contact are a must. You'll also need to understand the importance of maintaining high standards of quality and service as well as cleanliness. The ability to maintain high energy levels whilst working both efficiently and productively is essential. Finally, your appearance should be smart and clean.

For a full list of jobs available at McDonald's and to apply online please visit <http://jobs.mcdonalds.co.uk/uk/edinburgh-jobs/job-list-1>.



HSBC Scotland Apprenticeship in Securities Services

Locations: London & Edinburgh

HSBC Securities Services provides asset and portfolio services for financial market participants. These services include investment administration, accounting and valuation, portfolio analysis, capital market operations, custody, treasury services. Our network, with a presence in approximately 40 markets worldwide, plays a pivotal role in facilitating the flow of investments, cash and information within financial markets across the globe.

A security is a financial instrument that represents some type of financial value to an owner. Common examples of securities are debt securities (bonds) and equities (shares).

This 12-month Apprenticeship programme offers you the opportunity to develop expertise in an integral part of the HSBC Global Banking and Markets business. It creates the chance to expand your knowledge and enhance your skills in a key area of the securities and investments industry.

Who can apply?

Our HSBC Securities Services programme is open to students in their final year of secondary education, Sixth Form, or equivalent stage of college education. To be considered for an apprenticeship within HSS, you will:

- Be on track for 320 UCAS points or above in any subject(s)
- Have strong numeric skills and excellent attention to detail
- Be hard working, motivated, want to drive change and ultimately, make a difference
- Act with integrity in line with HSBC's values.

What to expect

Following your induction programme, you will undertake a 12 month placement in HSBC Securities Services, where you will have the opportunity to:

- Gain first-hand experience across a number of areas, including new issues, settlements, corporate actions, tax, valuations, etc.
- Prepare for a successful career path as an Analyst at HSBC. Roles are offered in both Scotland (Edinburgh) and England (London).

Learning, Development and Support

Starting with an induction programme, you will learn about HSBC's strategy, culture and values. You will also learn how each function operates and what its business impact is, develop an understanding of relevant products, systems and clients, and grow your knowledge of Securities Services. Over the course of the programme you will:

- Be fully supported in achieving a Financial Services Level 3 Certificate
 - Build an invaluable network of global contacts
 - Receive highly structured training that will encourage you to reach your full potential
 - Have regular access to business leaders for coaching and personal progress advice
 - Work towards the Investment Operations Certificate professional qualification through the Chartered Institute for Securities and Investment
 - Receive on-going constructive feedback on your performance
 - Gain insight into HSBC's distinct strengths in the financial services industry
 - Develop your knowledge of Global Banking and Markets
- Programme starts: **September/October 2014**

How to apply: Please visit our website <https://www.globalbusinesses.gtios.com/>.