

## Business Support Apprentice

### Location

Office-based | Ardwick (M12), Manchester

### Salary

- 16yrs – 17yrs: £7.71 per hour - £16,036.80 based on 40 hours per week
- Over 18yrs: £10.71per hour – £22,276.80 based on 40 hours per week
- Over 21yrs: £12.21per hour - £25,396.80 based on 40 hours per week

### The Mears Red Thread

At Mears, the Red Thread is the DNA of our business – it connects everything we do and everyone who works here. It's who we are at our best. It's woven into every conversation, every action and every improvement we make. It's how we work, support each other, and make a real difference to our clients, customers and the communities we serve. The Red Thread is not just a set of values, its 'Our Way' and it's made up of four main strands:

PEOPLE - We always put people first.

PURPOSE - We do the right thing with a clear purpose.

BETTER - We take responsibility and make it better.

TOGETHER - We work and achieve together.

Each of these strands relates to how we work and how we show up every single day – for our customers, our communities and for each other, and how we make a real difference every single day. Every day, in every role, in every location – we're all connected by the Red Thread

This is Our Way.

### About the apprenticeships at Mear Group

Mears Group is committed to developing the next generation of our workforce – we are able to offer bespoke mentoring and guidance to our apprentices that has been honed and perfected over decades of experience within the Housing Industry. Many of our seniormost employees began their careers at Mears as apprentices and so, our apprenticeship offering is something that we are extremely proud of. Whether you are fresh out of school or college or looking for a complete career change, we can offer you a great foundation upon which you can build your future. As an Apprentice you will be paid above the national minimum wage and be paid for your normal working hours plus time to undertake the academic component of your Apprenticeship – this will be supplemented and contextualised by embedding you into a team of experienced colleagues, from whom you will learn both the basics of administration and customer service as well as the bespoke services that we deliver on a day-to-day basis.

This Apprenticeship will take around 24 months to complete and you will gain a Level 3 Qualification in Administration at either Pass or Distinction grade.

## The Role

As a Business Support Apprentice, working in our Housing Management division, you will gain a wide range of administrative and customer service skills within the housing sector and learn about repairs, rents, Anti-Social Behaviour, tenancies, utilities and more. You will be guided by your mentor and be allotted time to study and complete your long-distance learning and assignments. The role will be based within our Manchester Customer Service Centre where you will be fully supported by an experienced and friendly team of colleagues. This apprenticeship will expose you to a wide variety of administrative and customer-service based activities and give you essential experience in how we always strive to provide excellent service at Mears. Aside from this, you will be engaged in our social value activities at the branch which will give you a great understanding of how we give back to our communities at Mears.

## We promise to you

- We will lead you with integrity and trust.
- We will inspire and motivate you to achieve our shared goals
- We will be trustworthy, reliable and dependable at all times
- We will treat you with equity, honesty and respect regardless of who you are and where you come from.
- We will recognise your hard-work and achievements and help you improve in a supportive and structured way, wherever needed.

## You'll ideally have or be working towards the following

- Great Interpersonal Skills
- The drive to take ownership of an issue and see it through to an appropriate resolution.
- Able to work to targets and deadlines.
- Being able to cope with the workload expected in a fast-paced/complex environment.
- Genuinely wanting to connect with people and help them
- Leading by example.
- Problem solving.
- Adhering to established business policies and procedures

## Role Criteria

- Basic IT literacy - able to use Microsoft Word, Excel and Outlook
- Some academic capability as you will be completing coursework/assignments and a project as part of your apprenticeship
- A keen desire to learn and develop new and existing skills
- Good written and spoken communications
- Attention to detail
- Being organised and taking ownership over your attendance, punctuality and timekeeping.

- Ensuring the customer experience is central to all activities by adopting a professional manner when communicating with all stakeholders, this includes but not limited to - appearance, company ID, maintaining a high standard of health & safety standards.

All our roles require candidates to have the entitlement to work within the UK, Mears does not currently offer visa sponsorship.

### Working Hours & Site Details:

Business Support Apprentice – 40 hours a week – fixed shift no weekends:

Monday to Friday – Either 08:00AM to 16:30PM Or 09:00AM to 17:30PM - with 30-minute unpaid lunch

### Site Information:

- The role is fully office-based at our location based in Ardwick (M12) – great transport links, 5-minute walk from Hyde Road.
- Free Parking on-site – ANPR system – facilities to store bikes and motorbikes onsite
- Free shuttlebus from site to Manchester Piccadilly station in 15-minute intervals - between 7:30AM till 9:30AM and then between 16:30PM and 18:30PM
- Where shift/working pattern adjustments need to be made subject to business need,
- these will always be communicated at least a month in advance.

### Mears Benefits:

- Friendly, supportive and progressive work culture and environment.
- 25 days annual leave plus bank holidays
- Annual Mears Fun Day – Free day out for you, friends/family paid for by Mears in recognition of your hard work throughout the year – For employees in England, this is usually a theme park such as Drayton Manor.
- Volunteering Leave - Mears supports employees to undertake paid volunteering in the community, in support of our social value commitments – do something worthwhile for a cause close to your heart.
- Staff perks with Mears Rewards - discounts of up to 10% weekly groceries, holidays, eye test vouchers, Share save scheme, plus much more
- Employee Assistance Programme – Confidential support services for Mental and Physical wellbeing
- Mental Health First Aider Network – Confidential MHFA support and signposting.
- Employee of the Month Award (Departmental) – a chance to win recognition within the department as well as monthly/yearly rewards vouchers.
- Extensive L&D Programme that offers fully accredited certification in areas such as Prevent/Safeguarding and Mental Health Awareness.
- Mears Amazing Employee Awards

- Subsidised Eye Tests and cost towards glasses for DSE use
- Employee Networks and Sub-Forums

### Application Process:

- Please prepare your CV and a Cover Letter that states specifically why you'd like to be an apprentice at Mears.
- Interviews will be conducted at our Customer Service Centre in Manchester after an initial sift of applications takes place.
- All our roles require candidates to have the right to work within the UK, Mears does not currently offer visa sponsorship. Candidates should be aware that all our roles are subject to relevant DBS/Security checks.

As part of the recruitment process for this role, we will carry out a DBS & BPSS check, as well as Security Clearance or Counter-Terrorism Checks. For these checks to be completed, we will require from you the relevant identification including:

1. One form of photographic identification – such as passport, driving licence etc.
2. Proof of Right to Work in the UK documentation (as applicable) – UK passport, birth certificate, naturalisation certificate/indefinite leave to remain document, Government EU settled status share code.
3. Documentation with your National Insurance number on it – etc payslip, letter from DWP, UC, JSA or HB etc.
4. Documentation to show proof of current address - must be dated within last 3 months – bill, bank statement, doctor's letter etc.
5. Documentation that shows proof of residence in the UK for the last 5 years.
6. X2 References from previous employment. (One must be professional/academic, the second can be personal if needed) Name, relation to you and email is all that is needed.

Mears Group is a Disability Confident employer and recognises our people as our greatest asset, we hire individuality, recognising and valuing everyone is individual and ensuring equal access to opportunities for all regardless of social economic background or individual make up.

Candidates should be aware that all our roles are subject to relevant DBS/Security checks before commencement of employment.