



POLICE STAFF APPRENTICESHIPS

Greater Manchester Police has both administrative and customer service apprenticeship opportunities and would like to attract a wide range of people from different backgrounds to increase the diversity of our workforce and continue to make it representative of the communities we serve.

**POLICE
PRIDE**

WITH

#WeStandTogether



GREATER MANCHESTER
POLICE



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. Apprentices are placed across a number of departments and GMP sites within 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 customer service standards.

The apprenticeship will be for a period of at least 12 months with the opportunity to learn and develop in the role. You will be working from day one but will also receive both on and off-the-job training. Your performance will be continually assessed to ensure you are meeting both GMP required standards and the national apprenticeship standards.

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 during the recruitment and selection process.

ABOUT THE TRAINING

Apprentices will study for either a Level 3 Business Administration or Level 2 Customer Service apprenticeship. Full training will be provided together with invaluable work experience.

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 and selection 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 tattoos 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 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, 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 and customers
- Able to use own initiative to query, clarify and process details
- Able to understand and process verbal/written instructions

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; £11,709 per annum, rising to £14,262 per annum after 6 months and £17,958 per annum after 12 months service (subject to satisfactory performance, attendance and qualification progress). Opportunities are also available for apprentices to apply for internal vacancies and secure substantive employment during the last 6 months of the apprenticeship programme.

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.

SEE YOURSELF AS AN APPRENTICE



JAZMINE

Administrative Support Apprentice based in the Intelligence Hub at Cheadle Heath Police Station in Stockport.

"I chose an apprenticeship with GMP as I have wanted to work for the police since I was about 10 years old. I joined the Volunteer Police Cadets at 14 then applied for the apprenticeship when I left school. My role is very varied, every day I am learning something new.

When I finish my apprenticeship I hope to secure a permanent position with GMP and apply to become a special constable at 18. Ultimately, my goal is to become a police officer and eventually a dog handler.

The apprenticeship has given me the opportunity to develop my skills and knowledge in policing and I would urge anyone considering an apprenticeship to go for it and apply."



MOHAMMAD

Why did you want to join GMP on the Apprenticeship?

I decided to join the GMP apprenticeship after I was selected to do Jury service. I became intrigued in policing after the trial that I was on had come to an end and was interested in the process of getting an investigation to court.

What were your highlights whilst on the Apprenticeship programme?

My two main highlights of the apprenticeship have been meeting new people from different walks of life as well as the job satisfaction of helping people. During my apprenticeship I was placed within a safeguarding team who support vulnerable adults and children, this role really helped me develop my skills and get me the job I have today in the Public Protection Serious Crime Division.

What role did you move into following your Apprenticeship?

I am now an Operational Support Officer responsible for providing administrative support to a number of teams. I complete a variety of tasks including transcribing interviews, typing up CCTV viewing logs and answering public enquiries.

What are your career aspirations?

I wish to further my career within GMP and secure an investigative role within the Public Protection Serious Crime Division.



CHANGYU

Changyu took part in our Business Administration apprenticeship for 12 months and was based in our Intelligence Development Unit in Longsight.

What your future can look like:

Changyu applied for the apprenticeship as he wanted to get an understanding of the police service. He went on to secure a police staff role at the end of his apprenticeship and is now a serving police officer.

Speaking about the experience, he said "Becoming an apprentice was definitely the right choice for me and a great challenge. It has given me a great insight into policing and has taught me about working with different people from different backgrounds. These experiences have helped me achieve my career aspirations."

To express your interest in these opportunities or to find out more about the application process, please contact:

recruitment.support@gmp.police.uk