**JOB DESCRIPTION**

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| **POST TITLE:**  | **Intern** |
| **GRADE** | **1** |
| **DIVISION / UNIT** | **Various** |
| **DEPARTMENT:** | **Various** |
| **REPORTS TO:** | **Designated Departmental Manager** |

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| **PURPOSE OF THE JOB**To participate in the Southwark’s Internship Programme to work in a supported learning environment to develop professional skills, knowledge, behaviours and work experience in the council, delivering a work programme as set out in the work plan for the internship |

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| **PRINCIPAL ACCOUNTABILITIES**1. To undertake a range of duties as specified by line managers and supervisors to assist the efficient operation of the team and the services it delivers.
2. To deliver the work plan which will be provided by the team in which the intern is based.
3. To work in teams with a flexible approach and be supportive to work colleagues.
4. To communicate effectively and respond to both internal and external customer enquiries to the appropriate quality standards either by telephone, email, letter or face-to-face sensitively and efficiently.
5. To liaise with personnel from other departments and external organisations as required by the service.
6. To make appropriate and effective use of information technology and council bespoke systems relating to the designated occupational area of work. Ensuring all information is accurate and up to date.
7. To ensure that all tasks are completed to agreed timescales, standards of accuracy and presentation.
8. To attend and participate in training activities and workshops as identified as part of your learning and development programme.
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| **JOB CONTEXT / REPORTING to :**1. The intern will be under the close direction and their work will be subject to regular checks.
2. To continually personally develop a thorough knowledge of good work practices, quality customer care, IT systems and technical skills in the working environment.
3. To liaise with and attend regular meetings and to achieve personal work plan targets, as agreed by the line manager.
4. To be committed to the Council’s core values of serving the public first, being open honest and fair, and respecting all people and communities and to demonstrate this commitment in the way duties are carried out.

At all times to carry out the responsibilities of the post with due regard to Southwark Council’s code of conduct, policies and procedures including Health & Safety, Equality & Diversity, Data Protection, Quality Customer Care and Confidentiality. |

**Grade/Conditions of Service**

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council’s satisfaction your suitability for the position in which you are employed.

**PERSON SPECIFICATION**

The person specification is a picture of skills, knowledge and experience required to carry out the job.

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| **Knowledge, including educational qualifications:** | **Essential (E)** | **How assessed (S/ I/ T)** |
| 3 GCSEs grade A-C or equivalent (including Maths and English) | E | S |
| An understanding of the Council’s policies for Equality & Diversity, Health & Safety and Confidentiality. (E) | E | S |
| An understanding of what is required around timekeeping, attendance/punctuality and conduct in the workplace. (E) | E | I |
| Ability to follow instruction and learn new tasks (E) | E | I |
| **Experience:** |
| Working efficiently and effectively with customers and stakeholders(E) | E | S |
| Working flexibly as part of a team  | E | I |
| Familiarity with Microsoft Office packages  | E | S/I |
| **Aptitudes, Skills & Competencies:** |
| Ability to organise and prioritise own workload (E) | E | S/I |
| Ability to present information clearly and concisely (E) | E | I |
| Effective written and verbal communication skills (E) | E | I |
| Willing to learn and to take responsibility for own development (E) | E | I |
| **Special Conditions of Recruitment:** |
| There may be internship placements which require a DBS check. Where this is the case, the intern will be informed as part of the recruitment process.There may be internship placements which require working outside office hours. Where this is the case, the intern will be informed as part of the recruitment process. |

**Key: E** Essential **S** Shortlisting criteria

 **I** Evaluated at interview

 **T** Subject to test