

Application Questions

Please use the relevant section in the online application to complete your answers to these questions. Please provide as much detail as possible using examples of your skills, knowledge and experience. These can be both work and life experiences.

The answers you provide will determine whether your application is progressed to interview.

1. Lewisham Apprenticeships are ring-fenced for Lewisham residents. Please confirm that you currently live in the London Borough of Lewisham.
2. What is your understanding of Equal Opportunities and why is it important in the workplace?
3. Why have you applied for this apprenticeship role in Housing?
4. What skills, strengths, or qualities do you have that you feel make you a strong candidate for this role?
5. This role is based within the Housing Register Assessment & Allocations Team. What do you know or understand about the work this team carries out within the Council?
6. This role involves dealing with enquiries from members of the public. What customer service experience do you have, and what do you believe are the key elements of providing good customer service?
7. Please describe a time when you used your initiative to solve a problem. What did you do and what was the outcome?
8. Give an example of a time when you had to deal with a stressful or challenging situation. How did you manage it?
9. Tell us about a time when you had to work independently without supervision. How did you approach the situation and what was the result?
10. Please tell us which IT packages you have used previously and what you used them for (e.g., using Word to write documents, using Excel to record information).
11. This role involves handling important information and reviewing data accurately. Please provide an example of a time when you worked with important information and how you ensured your work was correct.
12. This apprenticeship involves completing a qualification alongside your day-to-day work. How would you balance both responsibilities, and what tools or techniques would you use to manage your time effectively?