

JOB DESCRIPTION

Care Leaver Intern

Location: London Borough of Lewisham

Contract Type: 5 months fixed-term Internship

Hours: 25 per week (Flexible hours maybe considered)

Salary: London Living Wage £13.85 per hour

About the Roles:

- **Broadway Theatre Front of House Officer**
To ensure a high quality, safe customer experience at events in the Broadway Theatre, and oversee the conditions of the Theatre's Entertainment license. To help supervise the stewarding, Front of House sales and catering requirements at events and rehearsals and to work in the Box Office. To regularly undertake administration work including Box Office, Oracle and Artifax.
- **Premises Officer Assistant**
To ensure Adult Learning Lewisham and designated community premises are secure, clean, Health and safety Compliant. Under the guidance of the Premises Team Leader and/or Premises and Facilities Manager to provide a safe environment for staff, service users and visitors; ensuring full compliance with health and safety legislation.
- **Careers Information Advice and Guidance Admin**
To provide a proficient administrative support service to the Careers Information Advice and Guidance service, coupled with the efficient day-to-day running of the administration service. To provide excellent customer care to all users of the facility.
- **ICT Team Intern**
The main purpose of the job is to undertake a range of business support duties in order to provide support for the ICT (Information and Communications Technology) teams. The specific support required will depend on the functions of the projects, this will include the configuration and maintenance of technology and devices responding to help desk requests.
- **Mayor & Cabinet Officer Assistant**
Undertake day to day administrative support to the Mayor's Office. Process paperwork through the Mayor's Office, from initial receipt of correspondence through to sending agreed responses, and to support the

Mayor's Office in developing and coordinating a wide range of projects, including policies and events.

- **IT Project Assistant**

The IT Project Assistant will play a crucial role in supporting the IT Programme and projects by coordinating tasks, resources, and timelines. They will manage meetings by scheduling, preparing agendas, taking minutes, and following up on action items. The role involves logging and tracking risks, actions, issues, and dependencies (RAID) to ensure project success. Additionally, the IT Project Assistant will support the IT Programme Manager in setting up and managing the Directorate IT board, preparing reports, and handling inquiries. They will also provide first-level support for the IT Helpdesk, reviewing and responding to issues raised with IT systems. Strong communication, organisational, and problem-solving skills are skills required for this role.

- **Prevention and Early Help Administrator**

To provide a friendly and welcoming reception to children, young people, families, staff and professional colleagues and others visiting Family Hubs, Youth Centres or Adventure Playgrounds.

To provide general administrative tasks as required in order to support the effective and efficient delivery of services.

To support the accuracy, maintenance and development of data and information systems in response to changing needs and to ensure effective implementation and review.

Business Support Officer (Children & Young People)

This exciting opportunity, for a Business Support Officer, is to support the development of Children's Social Care services.

We are seeking someone who wants to learn how to provide an effective business function and support to social work teams – customer contact, admin support, finance, ICT and data collection. With others you will contribute to project improvement work, manage and maintain systems and processes.

This is a unique and exciting opportunity for a care leaver to gain valuable entry-level work experience within a local authority setting. We are committed to supporting care leavers in their transition to independence and employment. This internship provides a structured environment to develop essential workplace skills, build professional networks, and understand the vital role local authorities play in our communities.

You will undertake a variety of tasks depending on the role, including administrative, support, and project-based, contributing to the day-to-day operations of the Council.

These roles are designed to be a supportive learning experience, with dedicated mentoring and opportunities for personal and professional development.

Key Responsibilities (may vary depending on department):

The intern will be involved in a range of tasks, which may include, but are not limited to:

- **Administrative Support:**
 - Answering phones, taking messages, and directing enquiries to the appropriate team members.
 - Managing and organising electronic and physical filing systems.
 - Data entry and maintaining accurate records.
 - Drafting and formatting letters, emails, and other routine correspondence.
 - Scheduling appointments and meetings.
 - Preparing meeting rooms and materials.
 - Ordering and managing office supplies.
- **Customer Service & Communication:**
 - Providing basic information and signposting to service users or members of the public (under supervision).
 - Assisting with the preparation of communication materials.
 - Responding to routine email enquiries.
- **Project & Team Support:**
 - Assisting with basic research for projects.
 - Supporting the organisation of events or workshops.
 - Collating information and preparing simple reports or presentations.
 - Shadowing team members to understand different roles and functions within the department and local authority.
 - Contributing to team meetings and discussions.
- **General Duties:**
 - Adhering to all local authority policies and procedures, including data protection, safeguarding, and health and safety.
 - Maintaining confidentiality and professionalism at all times.
 - Participating in training and development opportunities.
 - Taking initiative to learn and ask questions.

What We Are Looking For:

- **Care Leavers** : See eligibility criteria.
- **Enthusiasm and Willingness to Learn:** A genuine interest in gaining work experience and developing new skills.
- **Basic IT Skills:** Familiarity with Microsoft Office applications (Word, Excel, Outlook) and a willingness to learn.
- **Good Communication Skills:** Ability to communicate clearly and respectfully, both verbally and in writing.
- **Reliability and Punctuality:** A commitment to attending work regularly and on time.
- **Team Player:** Ability to work cooperatively and collaboratively with colleagues.
- **Positive Attitude:** A proactive and adaptable approach to tasks.
- **Eligibility to work in the UK.**