

Role profile

Job Title:	Capital Project Management Apprentice	Grade:	4
Department:	Housing Asset Management	Post no.:	68717
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Capital Investment Delivery Manager
Direct reports:	N/a
Indirect reports:	N/a

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The Capital Project Management Apprentice will support the delivery of housing capital investment projects by assisting with project administration, coordination and record keeping.
- Working under the guidance of Capital Project Managers, the postholder will help maintain accurate project information, support communication with stakeholders, and contribute to the smooth running of projects.
- The role is designed to provide practical experience alongside formal learning, enabling the postholder to develop knowledge, skills and behaviours in project management, housing asset management and construction-related activities.
- This post forms part of a structured apprenticeship programme requiring completion and commitment to undertake a 15-month Level 3 apprenticeship standard in Business administration with a Project Management module.

- The apprentice will be entitled to protected study time incorporated into their contract, of up to 6 hours per week. This will cease on successful completion of the apprenticeship

Key accountabilities

Project Support and Administration

- Support Capital Project Managers in the day-to-day administration of projects.
- Maintain accurate project records, including updating spreadsheets, trackers and document management systems.
- Assist with the preparation of project documentation such as reports, meeting packs and basic correspondence.
- Ensure documents are filed correctly in line with record-keeping requirements (including “Golden Thread” principles where applicable).

Meetings and Coordination

- Arrange meetings (e.g. pre-contract, pre-commencement and progress meetings), including sending invites and preparing agendas where requested.
- Attend meetings to take basic notes track follow-up actions and update logs as directed by the Project Manager.

Contractor and Stakeholder Support

- Assist in communicating with contractors, consultants and internal teams to support project delivery.
- Support the coordination of activities by gathering and sharing information as requested.
- Maintain contact lists and help ensure key stakeholders receive relevant updates.

Customer and Resident Enquiries

- Support responses to routine enquiries from residents and internal customers.
- Log enquiries, complaints or feedback accurately and ensure these are passed to the appropriate officer where required.
- Help maintain clear records of communications and outcomes.

Data, Monitoring and Compliance Support

- Assist with collecting and updating project data, including progress, costs and timelines.

- Support the monitoring of key performance information by maintaining records and assisting with reporting.
- Help ensure documentation is complete and up to date to support compliance processes (under supervision).

Site Visits

- Attend site visits with Project Managers to observe works and record key information.
- Support logistical arrangements for site visits where required.
- Develop understanding of construction, health and safety, and housing standards through practical exposure.

Learning and Development

- Apply learning from training to day-to-day activities.
- Actively develop knowledge of:
 - Project management principles
 - Housing asset management
 - Health and safety requirements
 - Contract and construction processes

Key performance indicators

Performance in this role will be measured through:

- Accuracy and completeness of project records and data
- Timely completion of assigned tasks
- Quality of administrative support
- Participation and progress in apprenticeship learning
- Feedback from line manager on performance and development
- Professional conduct and customer service standards

Key relationships (internal and external)

- Capital Investment Delivery Team
- Housing Asset Management colleagues (e.g. Quantity Surveyors, Compliance, Performance teams)
- Contractors and consultants (under supervision)
- Housing Management teams
- Residents (for routine enquiries)
- Corporate support services (e.g. Finance, Legal, IT)

Authority level

- Works under direct supervision of the Capital Investment Delivery Manager and Project Managers

- Responsible for completing allocated tasks and maintaining accurate records
- No responsibility for:
 - Financial decisions
 - Contract management decisions
 - Formal project approvals

Learning and Career Pathway:

- Future progression pathway may include roles such as Assistant Project Manager (RLO) and, subject to ongoing performance and development, Capital Project Manager
- Candidates would be required to show readiness over time to take on increased responsibility and more complex project support tasks as knowledge and experience develops to apply for any future available vacancies

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Good written and verbal communication skills
2. Ability to organise information and maintain accurate records
3. Good attention to detail
4. Basic IT skills (e.g. Microsoft Office)
5. Ability to work as part of a team
6. Willingness to learn and develop in a project environment
7. Interest in project management, construction or housing
8. Basic awareness of workplace processes and standards (or willingness to learn)
9. Understanding of the importance of good customer service

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards