

## **Who We Are & What We Do:**

At Veolia, we see the world a little differently. To us, waste is a valuable resource, wastewater can be transformed into drinking water, and wasted energy can be a source of warmth.

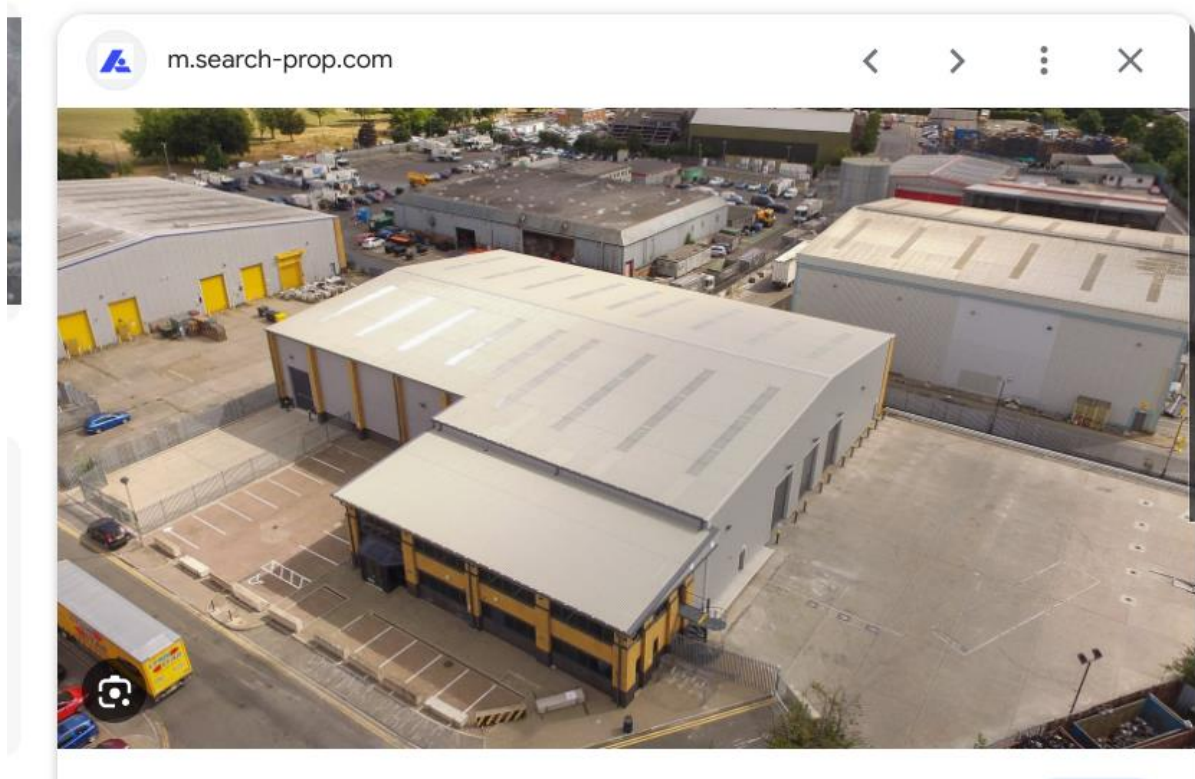
As the UK leader in resource management, we provide a range of waste, water and energy management services designed to build the circular economy and protect the environment.

We have a team of 14,000 colleagues across the UK & Ireland who are committed to delivering cutting edge environmental solutions. Here at Veolia, we see your potential to grow, your commitment to change and the impact you can make with us. No matter what part of the business you're in, we know you can make a difference for our customers, the environment and our communities.

At Veolia, we're creating a workplace where all our people have a sense of belonging and an environment where they can be themselves. We know just how much of a difference Diversity and Inclusion can make in the workplace which is why we're proud of how it forms a key part of our organisation and culture

## **Location:**

Veolia, 3 Westlinks, Alperton Lane, Alperton, Middlesex, HA0 1ER

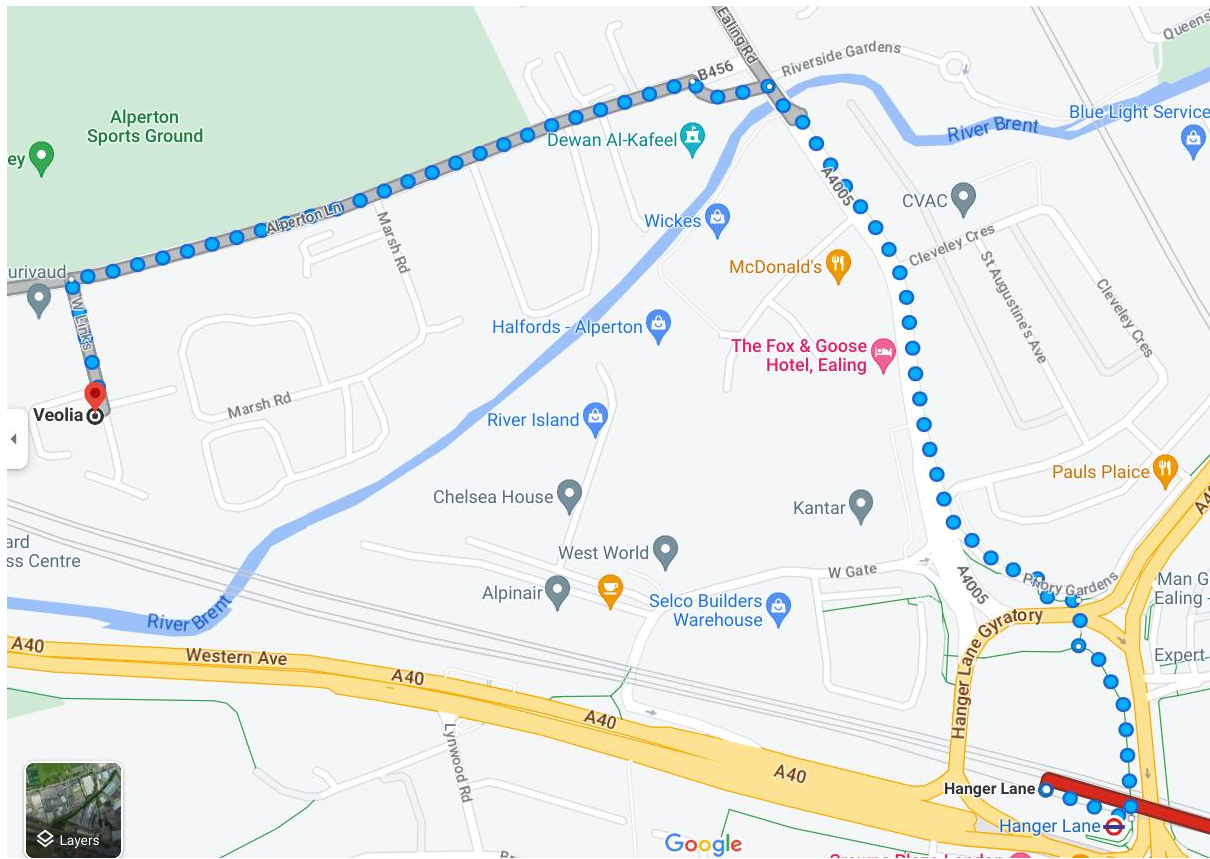


## **Accessibility**

- If driving Please reverse park
- Please report to the main reception at the front of the building
- Follow walkways provided

## Directions

Hanger Lane on the Central line is the closest Tube stop



## **Values & Purpose**

At Veolia, we do essential work, every day.

And we know that the way we do things as individuals can have a big impact on our colleagues, customers and the environment.

That's why you'll see our purpose and values referenced all across the business.

Our shared purpose gives us all the same drive and urgency to our everyday work: no matter whether you're delivering sustainable solutions to our customers on the ground, or supporting innovation and efficiency in our support functions.

And it's through living our values that we bring ecological transformation to life – all while making Veolia an inclusive and supportive place to work.

At Veolia, it's not just what you do. It's how you do it that counts.



# Our values

## Customer Focus

See how important our customer relationships are. When we listen, we learn. It's the best way to respond to our customers' needs- it's what helps us deliver fresh ideas that suit them to build strong relationships. From then, we can work towards their goals, while moving towards ours at the same time. Once we understand each other, our potential together is limitless. And it all starts with trust and openness.

## Innovation

See how even the smallest changes can make the biggest difference. Innovation plays a part in everything these days, but it's easy to forget what it's actually for. It doesn't mean we rely on technology to do our jobs for us. It means looking for better ways to stay productive, working smarter and finding new ways to get the most out of what we do, no matter what part of the business we're in.

## Community Spirit

See how working together means we can do so much more. When your team is committed to creating meaningful change, you're part of something bigger. And everyone's different perspective on how to make that happen is key. So we openly support each other, our customers and community, to help everyone grow and move forward. It's how we support local communities and how we've built our own.

## Responsibility

See the crucial part we all play. When you see the world as we do, you can see the environment's potential. It's what gives us that sense of responsibility to change our future, and create a better, more sustainable world.

## Respect

See why treating people with respect matters. Respect is something that everyone has the right to in every workplace, and here at Veolia it's no different. It's only fair that all our people treat each other with dignity and decency, as that's how we create a fair place to work where our people can be themselves.

## **Benefits:**

Alongside your competitive pay, joining our UK team means you can look forward to a range of benefits.

- 25 days of paid holiday, including bank holidays
- An optional pension scheme that both you and Veolia can contribute towards
- MyChoices employee discount scheme; for savings on a range of products and services from travel and grocery, to insurance and financial products
- Cycle2Work scheme that could save you tax and National Insurance when you buy a new bike to cycle all, or part of, the way to work
- Our Employee Assistance Programme which offers resources and confidential support 24/7 for your physical, mental and financial health
- Role dependant bonus scheme that is linked to our company performance

## **About The apprenticeship**

- 80% working 20% learning - 1 day per week for learning time to be completed at the depot.
- Upon complete candidate will hold a certificate and NVQ level 3 in Business administration

### Apprenticeship Overview:

Business administrators have a range of transferable knowledge, skills and behaviours that can be applied in all sectors of work. This role can involve working independently or working as part of a team to develop, implement, maintain and improve administration services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities. This role holds a lot of importance and responsibility as you support and engage with various different parts of the business and interact with internal or external customers.

An administrator contributes to the efficiency of a business by adding value, the role involves demonstrating strong communication skills, showing initiative, managing priorities and own time, with the ability to resolve issues and make decisions to widen their skills..

#### Important Information:

- **Entry Requirements:** Decided by each employer, but may typically be five GCSEs at Grade C or higher
- **Qualifications:** Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.
- **Progression:** On completion, apprentices may choose to register as Associate members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.

#### Programme Delivery:

S&B have a dedicated delivery team that will work with the learner and the employer in order to ensure that all learning needs are being met for both parties. **The Requirements are:**

- **Knowledge** - Through formal learning and applied according to business environment
- **Skills** - Acquired and demonstrated through continuous professional development
- **Behaviour** - Developed and exhibited in the workplace

S&B use learning of face to face visits in the workplace, virtual classrooms and online resources. Learners will be supported by mentors who will offer support, advice and guidance by monitoring progress through a portfolio of evidence in order to ensure progression against all elements of the apprenticeship.

#### Independent End Point Assessment (EPA):

To successfully complete the apprenticeship, the learner is required to take and pass an End Point Assessment. This assessment is an independent assessment which has several stages:

- Knowledge Test using scenarios and questions
- A structured competency based interview
- A portfolio of evidence from real work projects
- An interview – this is carried out via a face to face or Skype call with an assessor from the end point assessment body, to verify the learner's knowledge and competence

The end point assessment body will award successful apprentices with a pass, a merit or a distinction.

## Personal and Professional Development

With our mix of learning and training opportunities, everyone at Veolia is given the chance to back themselves in improving their own skills. From our £5 million investment into development programmes, our dedicated training centre, we want our people to have all the resources they need to reach their potential.

Our approach to learning is diverse – on-site visits, role play, online learning, written assignments and dedicated classroom environments are all part of the curriculum. All of these methods can contribute towards a recognised qualification as part of our career pathways framework, including:

- Apprenticeships - an ambitious programme for 300 Apprentices that provides an opportunity to learn on the job and qualify for a variety of roles.
- Supported learning, both financially and with study time, to gain qualifications with an external provider including degrees, MBAs and chartered status.
- Driving qualifications where we will fund your training and HGV licence

This all comes together to form part of a great package of benefits to help you build the career at Veolia you deserve.

## **Inclusion & Diversity**

At Veolia, we know just how much of a difference Inclusion and Diversity in the workplace can make. We're proud of how it forms a key part of our organisation and culture.

And as an ambitious company, we're making sure our way forward is shaped around an inclusive culture, one that values your unique set of skills and experiences.

**What do we stand for? As an organisation we've pledged to be:**

**Welcoming people of all backgrounds**

**Respecting the views and opinions of others**

**Supporting others, so they feel more included**

**Speaking up for inclusion**

One way we're helping to build this culture is through our dedicated inclusion committee EQUAL who are dedicated to championing equality throughout the business.

The group covers a range of topics including gender, disability and many other interests to connect and drive change within the business.

"We're so proud of the conversations taking place and changes we've made. It's great to be part of an organisation and group who are dedicated to inclusion and diversity for everyone." - EQUAL Chairs, Sara Perry & Roz Belghrou