

# Shape your future.

Our apprentice  
programme  
2018/19.



# Why join us?



We believe you're the future of our business, which is why we'll invest so much in you.

As one of our apprentices, you'll receive:

- expert on-the-job training
- fully funded qualifications
- thousands of pounds in your back pocket.

After four years, you'll have the opportunity of a promising career with us, and a range of skills that could set you up for life.

We're looking for people who are enthusiastic, take pride in what they do, and thrive through working as part of a team.

We're the UK's largest water and wastewater company, serving 15 million customers each day across London and the Thames Valley. Each day, through innovative new ideas, we're improving our technology and taking on exciting new challenges to improve our customer service and make us the best in our industry.

You'll never be short of something to sink your teeth into. And because we're so large, there are plenty of opportunities open to you to develop and make a real difference.

“We supply 2.6 billion litres of water to our customers on a typical day - that’s enough to fill up to 10,000 Olympic sized swimming pools”



### What we do.

While our main work is to supply clean drinking water and taking away wastewater, there’s so much more going on behind the scenes. Think about the journey that water has been on, where it started out to how it eventually became a humble cup of tea. Or how about once you’ve flushed the loo - where does the water go and what’s done with it?

### Water

We supply 2.6 billion litres of water to our customers on a typical day - that’s enough to fill up 10,000 Olympic sized swimming pools.

We all know that water is essential to life, but we’re all using too much. If we continue as we are, demand for water could overtake supply by 2020.





Join  
us  
now.

“We produce  
23% of our own  
electricity, enough  
to power every  
household in Islington  
on a yearly basis.”

We're working hard to make sure we don't run out by:

- helping customers use less
- installing meters
- replacing and upgrading our network to prevent leaks

In 2016/17, we sent out or installed 276,592 water-saving devices to homes and businesses, which could collectively save around 8.8million litres of water per day.

#### Wastewater

We do some pretty exciting stuff with your waste too. We take away everything that goes down your sinks, toilets and drains. We then recycle it before safely returning it to the environment.

Each day we take away 4.6 billion litres of waste from 15 million customers. We transport it through 67,000 miles of sewer pipes – enough to wrap around the world 2.5 times. It arrives at one of our 350 sewage treatment works, where we squeeze water out of sludge (the mucky bit of waste) with the same types of machines Magners Cider uses to juice their apples.



“You will be building a portfolio of the work you are doing and, at completion, will be fully qualified in your field.”

We don't like to waste your waste, so we recycle nearly all of it and put it to good use – such as in 2017, now producing 23 percent of our own electricity, enough to power every household in Islington on a yearly basis.

We're currently working on one of our biggest projects ever, to help build the largest super sewer the UK has ever seen, the Thames Tideway Tunnel. We've also recently completed another huge sewer which is called the Lee Tunnel, currently London's deepest tunnel – check them out online, they're pretty impressive.

#### Improving customer service

Our customers are what matter most to us, and we've got a lot of them – all with very different needs. To improve our service, we're doing lots of work to improve the overall experience customers have when they interact with us – whether it be out on the street or over the phone. We're also making a huge investment in our systems to make dealing with us easier. We've got a range of financial schemes in place to support our customers who are most in need and cannot afford to pay their bill.

# Our apprenticeships.

We offer two different types of technical apprenticeships. They're all hands-on roles that support the day-to-day running of our business and enable us to deliver the vital services we offer.

## Mechanical and electrical apprenticeship

You'll be looking after our equipment and making sure it's maintained to a high standard. Whether the work is planned, to prevent a problem happening, or to fix something when it goes wrong, you'll keep our services running smoothly. You'll also gain a dual qualification and may be given the opportunity to study for a Higher National Certificate (HNC).

To apply for this role, you'll need to have five GCSEs graded 4-9 (A-C), including English and Maths.

## Electrical and instrumentation apprenticeship

You'll be monitoring and maintaining our systems and instruments on our sites through process software. You'll learn about our processes and how to modify them through our computerised systems to make sure our water and wastewater services keep flowing. Having

an interest in technology is a real must for this role. You'll gain a dual qualification and may be given the opportunity to study for an HNC.

You need five GCSEs graded 4 - 9 (A to C), including a grade 5 - 9 (grade B) in maths.

## Programme structure

You'll spend one year at college studying full time, learning about fitting, mechanical maintenance and machining. You'll be studying towards a BTEC in engineering theory.

Your second year will be spent putting your skills into practice and working closely with your mentor four days a week on site. The other day will be spent at college continuing your BTEC qualification.

Your final two years will be based fully on site building your portfolio of completed works. You may be given the opportunity to study further for a Higher National Certificate (HNC) if you're doing really well.

# Our programme structure.

Here are some of the other areas you'll cover in our apprenticeship programme



# Pay and benefits.

We offer a range of benefits to our apprentices – here's a selection of them.

- Starting salaries vary by programme but you could earn £15,000 in your first year
- Structured pay reviews throughout the programme, which are in line with achieving qualifications
- Fully funded qualifications
- A laptop and smartphone to help with your qualifications and day-to-day role
- 24 days holiday each year
- Two days to volunteer a year
- A great pension scheme
- Contribution to driving lessons (subject to meeting set objectives)





# Start your journey.

## How to apply.

If one of our apprenticeships sounds like the right fit for you get in touch with us:

- 1** Go online to [thameswater.co.uk/apprentices](https://thameswater.co.uk/apprentices)
- 2** Find the role you want to apply for and send us your application online (make sure you include your GCSE results).
- 3** If your skills match our criteria, we'll arrange a telephone interview with you.
- 4** Should you pass the telephone interview we'll invite you to an assessment centre.
- 5** Finally, if you meet the requirements at our assessment centre you will be invited to a medical assessment. This is to check that you can work safely on our sites and meet the fitness criteria specified for the role.

If you have any questions you can get in touch with us on **020 7061 3438**.

## How to shine.

We want our apprentices to be successful and reach their full potential. To be a great match for our programme you will:

- Be self-motivated, able to develop yourself and take ownership of your career.
- Have clear passion and drive to be someone who influences and shapes our future organisation.
- Be curious and comfortable; ready to ask questions and discover the answers.
- Enjoy being collaborative and part of a team, but equally adept in taking the lead and working on initiative.
- Open to change, resilient when faced with moments of uncertainty or ambiguity.
- Understand the value of stakeholder relationships and network with people of all levels and backgrounds.
- Share new ideas and ways of working.
- Be ready to apply everything you learn in your day-to-day role and any projects outside of this.
- Ask for feedback and be open to receive and build the knowledge and insight gained in a proactive way.

# Meet our apprentices.

## Reef West

“If you want to leave school and enter the working world without feeling overwhelmed, then there is no better option than Thames Water. Since joining I have learned much about the industry and working world, while being supported by an involved line manager, knowledgeable and helpful mentor and kind colleagues that take their time to offer guidance. This apprenticeship will enable me to enter the engineering industry with the knowledge needed to take me far in this profession.”



## Katherine Whatley

“I’m really enjoying learning new skills and seeing how they’ll be applied in the workplace. I’ve met lots of apprentices from other companies and had the chance to get involved with the Brathay Apprenticeship Challenge, meeting HRH Prince Charles and spreading the word about apprenticeships.”



## Tom Nash

“I chose to do the Thames Water apprenticeship as I felt it was going to offer me many great opportunities for my future. Since I have joined Thames I have developed a huge range of skills and really look forward to coming to work each day to learn something new. The apprenticeship has fulfilled what I hoped it would offer and has helped me develop both as an employee and a person.”

