

# Openreach

## Civilian Work Attachment

The new dimension to Service Delivery

## Openreach – What we do

At Openreach, it's our job to look after the communications network that connects tens of millions of homes and business premises to telephone exchanges across the UK. We do so on behalf of our customers, the Communications Providers (CPs), who sell communications-based services in the marketplace. We're investing £2.5 billion to make Super-fast Fibre Access available to two-thirds of the homes in Britain by 2015. In speed terms, downloads at up to 100Mbit/s and uploads at up to 30Mbit/s.

Please click [here](#) and hear Joe Garner, CEO Openreach, provide insight and more details of the opportunities we have. Further information about Openreach can be found at: [www.openreach.co.uk](http://www.openreach.co.uk)

Openreach are an intensely customer-connected operation, dedicated to delivering world-class customer experience. Whatever your core attributes, we're keen to recruit individuals who combine excellent relationship-building and communication skills with a positive, professional attitude to delivering results. This is a great chance to helping us to deliver a better communications network in the UK. That is our mission and our passion.

### Current Attachment Opportunity

In partnership with the MOD and the Career Transition Partnership, Openreach is offering another opportunity to carry out a 3 month work attachment in a number of locations across the country, after two successful campaigns in 2012-13, with phased training dates starting from 28<sup>th</sup> April 2014.

Your CWA will be based within an Openreach National Operations team. Openreach will work with you to determine the best place for you to carry out the attachment from one of the locations below; however we would strongly prefer this to be where you expect to live after leaving HM Forces:

<b>Scotland</b>	Aberdeen & surrounding, Pitlochry, Stirling, South East Scotland, South West Scotland, West Central Scotland
<b>North East England</b>	Middlesbrough, Durham & Tees Valley, Richmond, Worksop, Chesterfield, Harrogate, Ilkley, West Yorkshire, Northumberland & Wearside
<b>North West England</b>	Cumbria, Ulverston, Lancaster, Morecambe, Workington, Penrith, North Manchester, South Manchester, Macclesfield, Buxton
<b>North Wales &amp; North Midlands</b>	Birmingham & Black Country, Derby & Nottinghamshire, Leicestershire, Mid Wales & Shrewsbury, North Wales, Stoke & Chester
<b>South Wales &amp; South Midlands</b>	Bristol, Coventry, Chepstow, Abergavenny, Aylesbury, Abingdon, Haverfordwest, Fishguard, Cardigan
<b>South West/South</b>	Truro, Okehampton, Weymouth, Blandford, Honiton, Bath, Shepton Mallet, Trowbridge, Henley, Maidenhead, Hazelmere
<b>South East/South</b>	South East/South - Greenwich, Croydon, Esher, Tunbridge Wells, Sevenoaks, Lewes, Brighton, Horsham, Canterbury, Folkestone, Ashford, Ramsgate
<b>London</b>	New Southgate, Harlesden, Parsons Green, Shoreditch, Wanstead, Holloway, Euston/Kentish, Primrose/Hamstead, Bayswater/Lords
<b>Greater London North/East Anglia</b>	Bishops Stortford, St. Albans, Chesham, Peterborough, Huntingdon, Brentwood, Colchester, Ipswich, Stowmarket, Diss, Lowestoft, Downham Market

You can select your preferred locations on the online application available via [CTP RightJob ref no. N24201](#)

Towards the end of your attachment, you will be given the opportunity to be interviewed for a permanent role in Openreach, and you will be given coaching and guidance to help you with this.

As part of the National Operations team at Openreach you'll be at the cutting edge of our service delivery by offering service agility into geographical hotspots on provision of TV, telephony, broadband and super-fast fibre broadband service connections to UK homes and businesses.

This involves working on behalf of all Communication Providers (CPs), going into customers' premises (both domestic and businesses).

We provide state of the art technology, tools, corporate wear and a vehicle so that you can deliver a world-class service across the UK, in addition to being provided full training on the tasks you will do on the attachment.

You will receive an [EUSR](#) Safety, Health and Environment Awareness Licensing Card (3yr validity) and a City & Guilds 6156 Unit 002 Signing Lighting & Guarding (5yr validity) as well as a Certificate at the end of the training detailing what you have achieved overall.

You can hear more from former service leavers on the [Openreach CWA Webpage](#)

## Eligibility

You have been offered the opportunity to participate in this scheme because you meet the following criteria: You are a Service leaver; your last paid day in service is after 19th July 2014; and you are registered for Resettlement with the Career Transition Partnership.

Ideally you will have a combination of the skills listed below which you will have acquired through your Military Service and qualifications– this list is not exhaustive and helps as a guide to suitability.

### Essential requirements

1. Able to climb and work at height, kneel and operate in confined spaces
2. Hold a full manual driving licence with not more than 6 points
3. Have full colour perception and recognition
4. Complete the Openreach online aptitude assessment.
5. Due to the nature of the job and working in homes of members of public, we will ask you to conduct a criminal records check prior to having to make your first customer visit (cost will be refunded by Openreach)

### Key skills

- Work to the required high quality standards on each task
- Able to work on your own or as part of a team
- Good problem solving skills
- Ability to work under pressure to tight time scales
- Good customer care skills
- Ability to relay info to a third party / help desk for technical advice / support
- Ability to use a smart phone to send and receive tasks

### Preferred additional skills

- Experience working on telecoms cabling, whether internal, external or structured environments.
- Technical background working with modems and routers.
- Previous experience working on fibre or data circuits.

## **What to do next?**

Please ensure before applying you have obtained the necessary agreement in principle from your Chain of Command to participate in this Civilian Work Attachment (See section below).

### **How do I go about securing the time to go on the Civilian Work Attachment?**

1. In line with any resettlement activity during Service, it is the individual SLs' responsibility to liaise with their Chain of Command. SLs must seek and obtain permission to be released for the duration of the particular resettlement activity sought, prior to attending any official resettlement activity.
2. Joint Service Publication (JSP) 534 – The Tri-Service Resettlement Manual, details all resettlement policy and SLs should consult this in order to ensure that they fully understand the parameters. JSP 534 is available here: <https://www.ctp.org.uk/assets/x/52802>
3. Graduated Resettlement Time (GRT) is to be used for attendance on any CWA. Where insufficient GRT is available to complete a period of a CWA, then individual annual leave may be used, and exceptionally, Terminal Leave. The order of use for resettlement is GRT, then annual leave, then terminal leave in that order (JSP 534 paras 0358 and 0362 refer).
4. SLs must comply with the CWA policy detailed at paras 0424 through to 0431 of JSP 534.
5. All CWAs, like any other resettlement activity, must be approved through the SL's Service Resettlement Adviser (SRA) and MOD Form 1746 (Annex N to JSP 534) must be completed. MoD form 1746 <https://www.ctp.org.uk/assets/x/51973>
6. Contrary to JSP534 paras 0362c, 0428, 0429 [which are to be amended] MoD will indemnify the SL during the period of this CWA as long as the SL is still a member of the Armed Forces whilst they are undertaking this CWA. However, SL may wish to consider taking out additional indemnity in the event of an injury occurring which could incapacitate them once they have left the Armed Forces.

There are numerous providers of personal injury and indemnity insurance available. It is the SLs responsibility to check that any insurance that they take out meets their own requirements and will provide suitable cover. Examples of Insurers offering personal injury insurance are:

<http://www.paxinsurance.aon.co.uk/paxinsurance/PersonalAccident>

<http://www.aviva.co.uk/personal-accident-insurance>

Please note that these are purely given as examples, and this is not confirmation by Openreach that these insurance policies will provide suitable cover. You should evaluate whether the coverage meets your needs and take advice from an independent financial adviser in the event that you have any uncertainty.

Please continue to read on to the step by step guide and FAQ sections.

## How it works – step by step

- You decide to undertake the attachment.
- You apply on-line via [CTP RightJob ref no. N24201](#) (you will need your clothing sizes – see FAQ 9)
- You are selected to undertake Civilian Work Attachment (CWA) with Openreach, having completed the online aptitude assessment.
- Openreach trains you for the role you will be doing as part of the CWA.
- You work on the attachment with Openreach for 3 months following your start date.
- During the CWA, Openreach will provide coaching, support and the opportunity of an interview; which if successful could lead to a Full-Time Contract<sup>1</sup>.
- If successful at interview and you accept a job offer, you work Full-Time for Openreach<sup>2</sup>.

## The Training

**When** – Training will take place over a 5 week period at the start of your Attachment. The first attachment will start on 28<sup>th</sup> April 2014, with subsequent intakes, dependant on total demand. We will send offers of training start dates and locations based on the information you submit.

**Where** – Training location details will be provided in the Joining Instructions. If this requires overnight accommodation away from your usual residence or other MOD funded location (barracks/unit/married quarter/home etc.) the cost will be met by Openreach.

**What** – Training will be based on the tasks you will do on the attachment. It will follow the standard Openreach syllabus. You will receive an EUSR Safety, Health and Environment Awareness Licensing Card (3yr validity) and a City & Guilds 6156 Unit 002 Signing Lighting & Guarding (5yr validity) paid for by Openreach, as well as a Graduation Certificate at the end of the training detailing what you have achieved overall.

## The Attachment

**When** – Attachment will start on commencement of training and will continue until a point three months after commencement of training.

**Where** – Attachment will be based within a National Operations Team in a specified area. Openreach will work with you to determine the best place for you to work.

**What** – You will have a typical working day that is based around a first engineering job start time of 0800 hours and sees you complete 40 hours work a week. This is in line with the terms and condition of Openreach Engineers i.e. the same as Openreach would expect you to do if employed Full-Time.

Note: as part of the Openreach 'Parking at Home' agreement, at the beginning of each day you are required to sign-on/log-on for work and travel before your scheduled start time, and similarly at end of day. This time at start and end of day does not form part of your scheduled work time.

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<sup>1</sup> Subject to you meeting minimum standards and completing the mandatory recruitment process.

<sup>2</sup> Either immediately or at a mutually agreed start date within 1 month of the end of your Attachment. If you are not available to take up employment until after this, you will need to have an individual conversation with Openreach at the application stage.

## FREQUENTLY ASKED QUESTIONS

### 1. What are Openreach offering?

In partnership with the MOD via the Career Transition Partnership, Openreach is offering a unique opportunity to carry out a 3 month Civilian Work Attachment (CWA) as part of their National Operations team. The CWA will start on completion of training and will continue a date three months after commencement of training.

### 2. Where will I be based for my Civilian Work Attachment (CWA)?

Your CWA will be based within a National Operations Team in a specified area. Openreach will work with you to determine the best place for you to carry out the attachment.

You can select your preferred locations on line via [CTP RightJob ref no. N24201](#)

### 3. What will I be doing during the work Attachment?

You will be providing copper services and/or fibre broadband services to End Users on behalf of Communication Providers (CPs) meeting contractual obligations in a professional and cost effective manner and working to Openreach Network Quality Standards.

This involves completing the technical migration, configuration, commissioning and customer demonstration checks on the supplied equipment as required for the Super-Fast Broadband/VDSL Managed Install service (both domestic and for business).

### 4. Do I need any qualifications, tools or equipment?

Openreach will provide training and state of the art technology, tools, some corporate wear and a vehicle so that you can deliver a world-class service across the UK.

Full training will be based on the tasks you will do on the attachment. It will follow the standard Openreach syllabus. You will receive an [EUSR](#) Safety, Health and Environment Awareness Licensing Card (3yr validity) and a City & Guilds 6156 Unit 002 Signing Lighting & Guarding (5yr validity) paid for by Openreach, as well as a Certificate at the end of the training detailing what you have achieved overall.

### 5. Will the CWA lead to the offer of permanent role?

Through the current recruitment programme with the CTP Openreach has offered permanent employment to over 1500 Service leavers, with a success rates at interview of over 90%. All those who undertake the CWA will be given an interview for a Full-Time position. To give people the best possible chance of working for Openreach, all will be provided with coaching, help and support prior to the interview process starting.

### 6. Once I apply will I definitely get a place on an attachment?

Subject to your location, meeting the essential criteria for the role, and there being sufficient numbers of Service leavers wishing to undertake an attachment it is envisaged that you would secure a position on the programme.

## **7. Why have I been sent this opportunity?**

You have been offered the opportunity to participate in this scheme because you meet the following criteria; you are a Service leaver and your last paid day in service is after 19<sup>th</sup> July 2014 and you are registered for Resettlement and/or with the Career Transition Partnership.

## **8. When will I need to start the Civilian Work Attachment?**

The Work Attachment period will commence at the start of training, with intakes from 28<sup>th</sup> April 2014, and will continue until a date three months after commencement of training.

## **9. How can I apply?**

To apply, you must complete the online registration form via [CTP RightJob ref no. N24201](#)

You will need your clothing sizes (e.g. trousers 34 in waist /32 in leg; and chest 42 in) when you complete your applications so corporate wear and personal protective equipment (PPE) can be ordered. You will also need your home and work postcodes to make a full registration.

## **10. What are the essential criteria for the Work Attachment?**

In order to be considered for the Work Attachment you must:

- have a full manual driving licence with no more than 6 points,
- be able to climb and work at heights and be able to kneel and work in confined spaces.
- have full colour perception and recognition.
- Undergo a criminal records check due to working in End User premises.

## **11. Do I need a fibre optic or Telecoms qualification?**

A qualification would be good but in no-ways essential. Full training will be provided by Openreach, based on the tasks you will do on the attachment. It will be modelled on the standard Openreach syllabus and you will receive a certificate at the end of the training detailing what you have achieved.

## **12. I have completed and submitted the online registration, so what happens next?**

You will be contacted in the next couple of days by Openreach, hopefully with the offer of an attachment and a start date and location for your training. Please note that we typically receive hundreds of applications, so this may take us a little time.

## **13. Is there someone I can speak to if I have any other questions?**

You need to speak to your Resettlement Officer for anything relating to getting clearance to do the Civilian Work Attachment.

If you need any further help and guidance regarding an application, you can contact the **Openreach helpdesk** on **0800 028 3878** between the hours of **08:30 to 18:00 - Monday to Friday** (except bank holidays) from Mon 17th March. Otherwise please e-mail your query and full contact details to [uks.vacancy.group.account@openreach.co.uk](mailto:uks.vacancy.group.account@openreach.co.uk) and Openreach will respond directly to you. In the Subject please insert "CWA Query – [your name]" which will allow us to identify your enquiry speedily.