

JOB DESCRIPTION

Directorate	Chief Executive
Division	Housing Operations
Post No & Job Title:	Housing Services Apprentice
Grade:	Grade 2
Responsible to:	F13 – Senior Neighbourhood Coordinator
Main purpose of the job	To develop the skills, experience, attitudes and competencies to help provide an effective and efficient housing service to tenants of the Council and applicants for housing whilst undertaking and successfully completing a Housing and Property Management apprenticeship programme with the Council.

Main Duties and Responsibilities:

Through appropriate training the post holder will gain the knowledge and experience enabling them to contribute to the following key tasks, working as directed by the senior members of the team.

1. To work, under supervision, as part of a team to deliver an efficient, effective and quality service within the Housing Operations Team and its service areas.
2. To work to defined business standards and processes, performing a wide range of tasks with due regards to confidentiality and safeguarding, and in accordance with timescales and all relevant Council Policies.
3. To learn how to complete queries within the service, both face to face and via the telephone or written communication.
4. To ensure that queries are dealt with in a timely manner and appropriately in accordance with Council service standards.
6. To learn how to use ICT systems to log service requests, input information, export information and scan and index documents.
7. To ensure accurate data and information recording to assist with the maintenance of records and accuracy of data.
8. To attend and take part in team meetings and regular reviews with the Housing Operations Teams managers.
9. To ensure all corporate learning and development is undertaken in a timely manner and to sign to a learning contract with the training provider and adhere to the agreement.
10. To use equipment (under instruction and supervision) appropriate to the role in a safe manner.
11. To gain a thorough understanding of the Council's core values and working practices within local government.

12. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Business Support Apprentice but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.