**Job Description**

**Job Title:** Housing & Communities Apprentice

**Grade:** £8.21 per hour (36 hours per week) 18 month contract

**Reports To:** Lettings Team Leader

**Direct Reports:** None

**The Main Purpose of the role:** To work as part of a team specialising in letting void properties. To contribute to new tenants move in as soon as work is completed. To help the team continually update the internal Housing Management database, keeping records and reporting essential CORE information to the government.

**Responsibilities:**

* Answer the telephone and deal with, or refer, enquiries.
* Create and maintain electronic and paper copy records of tenancies and tenants.
* Assist with advertising properties in the Choice Based Lettings magazine.
* Assist with collecting nominations of new residents for vacant properties.
* Arrange appointments for Housing Officers.
* Create paperwork packs ready for sign up and viewing appointments.
* Input and maintain data in the Housing Management Database, online Housing Register and other key computer systems.
* Help submit information on CORE for recent let properties and residents.
* Draft letters and correspondence to residents.
* Assist with preparing information for complaints or members’ enquiries.
* Take minutes of meetings

This job description is not exhaustive. It’s intended to outline the areas of activity and can be changed in line of organizational needs.

**Person Specification**

This details the key competencies (knowledge, skills and abilities) needed to complete this role. The competencies are used shortlisting and assessing applicants.

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| **Competency** | **Core indicators** |
| **Safety first**  **\\lhcore\data\home\LAshley\My Documents\Appraisal\Final comp model\2-safety-first-icon.png** | * Doesn’t walk by a potential safety hazard – reports it or takes action appropriately * Ensures own actions doesn’t put themselves and others at risk * Learns from incidents and “near-misses” * Demonstrates personal responsibility for safety of themselves and customers/colleagues * Raises safe-guarding concerns using the appropriate channels * Takes responsibility for own safety and creating a safe working environment |
| ***Excelling with customers***  \\lhcore\data\home\LAshley\My Documents\Appraisal\Final comp model\Excellence-icon.png | * Is helpful to residents/customers thinking about their situation and what they might do to assist them * Recognises the impact they can make on residents/customers and strives to be constructive. * Shows empathy for residents/customers. Is inclusive, respectful and values the diversity of our residents/customers. * Adapts working style to meet the diverse needs of our residents/customers * Manages their own emotional behaviour, ensuring they remain “in the black” under pressure. |
| ***Collaborative with colleagues/ partners***  ***\\lhcore\data\home\LAshley\My Documents\Appraisal\Final comp model\Collaborative-icon.png*** | * Works positively and helpfully with colleagues and partners (not just in their team) * Acts a trusted colleague, can be relied on to contribute * Is inclusive, respectful and values diversity * Manages their own emotional behaviour, ensuring they remain “in the black” under pressure * Is considerate of how their actions impact others and their work |
| ***Takes Responsibility for delivering***  ***\\lhcore\data\home\LAshley\My Documents\Appraisal\Final comp model\Delivery-icon.png*** | * Takes responsibility for own actions, strives to deliver an excellent service to a high standard. * Is professional. * Delivers to commitments – does what they say they will do. * Talks positively about the organisation, commits to its vision and mission in their work. * Takes pride in their work. * Takes direction from their leaders * Prepared to take the initiative when operating alone and shows a ‘can do’ attitude under pressure. * Plans their work to meet objectives. * Works with honesty and integrity. * Delivers Value for Money – considers cost, time and value in their actions * Actively tries to help others solve their problems, thinking about solutions which help solve the issue. * Delivers in accordance with policy/procedures and statutory obligations * Makes decisions within their power to make |
| ***Learns and innovates***  \\lhcore\data\home\LAshley\My Documents\Appraisal\Final comp model\Innovative-icon.png | * Flexible in attitude and approach: is willing to adapt approach and work practices in light of LH business requirements and feedback. * Is aware of personal strengths and weaknesses, seeks out ways to work to strengths and develop weaknesses. * Listens openly to feedback– seeking to learn and striving to be the best they can be * Tries to improve service and personal standards; challenges work practices looking for better, more efficient solutions. * Remains constructive even when under pressure and living through change; is positive and not cynical. |
| **Communicates effectively**  **\\lhcore\data\home\LAshley\My Documents\Appraisal\Final comp model\communicates-icon.png** | * Listens to others when they speak, is respectful. * Considers the best form of communicating to others * Structures information and responses clearly and concisely. * Asks questions of others to understand the situation/problem * Keeps residents and colleagues informed of actions and next steps (prefacing, time-speak and foreshadowing). * Consistently uses a Positive First Response * When writing to residents/colleagues uses organised customer friendly writing (titles, bullets, tables). * Ensures response addresses questions/points raised. * Uses concise and easy-to-understand language (avoids big words and needless sentences). |

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| **Skills we’d like.**   * Ability to think and work independently * Enjoying working in a team and delivering outcomes. * Enjoying dealing with customers face to face and on the phone * Able to use Microsoft office applications and various computer systems and applications |
| **Education and Qualifications**   * At the end of the apprenticeship you will need to reach English and Math’s “functional skills” standards (equivalent 4). If you have GCSE grades 4 or above you have reached the Apprenticeship qualification standard. |