

Job description and person specification



Job Title:	Learning and Development Apprentice
Level:	Team member
Salary:	£25,927
Team:	People Services
Reporting line:	Phoenix Academy Manager
Financial scope:	None
DBS check required:	No

What is the purpose of my job

As the Learning and Development apprentice, I will be committed to the delivery of a professional and effective customer service, collaboratively working with colleagues across the organisation, and contributing to the successful delivery of the corporate plan. I will pro-actively contribute to the residents and the wider community with a focused commitment to a One Phoenix approach, focussed on providing excellent homes and services to residents, and always positively promote the organisation, its aspirations and values.

In my job I will:

Support the Phoenix Academy and Learning Development Manager in the delivery of training programmes and courses for internal staff, external customers, partners and residents from across the housing sector.

Provide administrative support to the team in the organisation, coordination, evaluation, monitoring and accreditation of events, classes, workshops and programmes.

Assist in managing and updating systems and databases.

Collaborate with internal colleagues across the organisation, external trainers and moderators.

Collate data as required for performance monitoring.

Support day to day activities of the team, including diary management, preparing for meetings, and training sessions.

Help prepare and issue mailings to promote learning activities internally and externally. Work closely with the Communications Team to produce digital and print communications materials.

Attend meetings, training and events that may be held outside of normal working hours.

Attend college and complete coursework on time and to a high standard and be responsible for producing and maintaining appropriate worksheets to document my experience and my learning.

Liaise and co-ordinate with others in regard to training issues.

Be prepared to learn and develop skills in office administration, customer service and communication.

Job description and person specification



Commit to appropriate training and ongoing development. such as required for my role by attending and participating in training to further develop knowledge.

Take ownership and personal responsibility to deliver on key performance indicators ensuring positive outcomes, and adopting a collaborative approach within my team and across the organisation.

Attend reviews with my line manager

Be familiar with and act at all times with Phoenix's values, policies, and procedures.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety and work with the health and safety representatives to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria	
	Essential	Desirable
Experience, Knowledge, Understanding	<p>To have a focused collaborative approach to working within a team and a wider community.</p> <p>A positive approach when interacting with customers</p> <p>Excellent customer service, care delivery and a commitment to quality.</p> <p>Good organisational skills</p> <p>Ability to work as a effective member of a team.</p> <p>Willing to work flexibly according to the needs of the service as some out of hours working may be necessary.</p> <p>Confident and an effective communicator with a diverse range of people</p> <p>Able to demonstrate a strong work and study ethic and be committed to the duration of the apprenticeship.</p>	<p>Experience and knowledge of working in the social housing sector.</p> <p>An understanding of matters relating to social housing.</p>
Education and Qualifications	<p>A good standard of education and relevant qualifications.</p> <p>Level 2/ GCSEs English and Maths</p>	<p>A creative subject such a photography, media or writing.</p>
Skills	<p>A working knowledge of Microsoft Office products eg Word, Excel, Teams, Forms and Outlook.</p> <p>Good time-keeping</p> <p>Excellent communication skills to include liaison skills whether face to face, telephone and electronic media</p> <p>Ability to deal calmly with vulnerable, angry or distressed learners.</p>	<p>The desire to use and learn basic Microsoft Office packages.</p>

Job description and person specification

	<p>Able to maintain confidentiality</p> <p>Good standard of literacy and numeracy skills</p> <p>Adaptable and flexible</p>	
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.	
Phoenix Strengths	Demonstrate commitment to the Phoenix Values: <ol style="list-style-type: none">1. Community2. Customer3. Consideration4. Collaboration	

*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

Job description and person specification

I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.