

MEDWAY COUNCIL - JOB PROFILE

DESIGNATION	Tenancy Management Apprentice
DEPARTMENT	Housing Landlord Service
RESPONSIBLE TO	Senior Tenancy Officer
GRADE	Apprentice Level (2) - £279.35

1. MAIN PURPOSE OF JOB

To work with various teams in delivering services to Medway Council tenants and leaseholders.

To develop a wide range of skills and experience in social housing.

Tasks that will be undertaken within this role are:

- Data inputting
- Scanning
- Filing
- Updating of systems
- Email inbox monitoring
- Maintenance of databases
- Telephone answering

To develop: -

A working knowledge of housing and tenancy management including:

- Tenancy Management
- Letting properties
- Rent and rent arrears.
- Block and estate inspections
- A working knowledge of the Council's Housing Department ICT software packages, and the Microsoft office suite.
- An understanding of data protection law and best practice

2. PERSON SPECIFICATION

Qualifications

A good standard of education (or equivalent experience) and the willingness to work towards achieving all the qualifications required to successfully complete the Intermediate Apprenticeship.

Skills

Previous experience of using ICT packages i.e., Word, Excel and Power Point is desirable.

Competencies

Knowledge – Understands written and verbal instructions and follows procedures. Can use equipment provided.

Mental Skills - Can solve simple problems and act accordingly.

Communication Skills - Communicates with people at different levels inside and outside of the organisation in an understandable way, using tact where required.

Initiative and Independence - Follows instructions related to the tasks required; work is closely supervised.

Responsibility for People - Is polite and courteous when dealing with members of the public.

Responsibility for Supervision - Can explain straightforward tasks to others, where required.

Responsibility for Finance - Can handle and process cash/documentation relating to the payment of rent to HRA housing rent accounts.

ORGANISATION

The post holder will be supervised daily by the Senior Tenancy Officer; however, it is anticipated that they will develop and demonstrate a reasonable level of initiative and independence during their apprenticeship.

The post holder will have contact with internal colleagues in the course of their daily work. They will also have contact, via email, telephone, and face to face, with external customers i.e., service users and partner organisations.

FINANCIAL ACCOUNTABILITIES

None

WORKING ENVIRONMENT

The post holder will be Hybrid working – Works part in the office (Gun Wharf) and part from home.