

**MEDWAY COUNCIL
JOB PROFILE
APPRENTICE – INTERMEDIATE/ADVANCED**

Designation: Housing Strategy and Partnerships Apprentice

Department: Strategy and Partnerships

Grade: Level (3) £296 per week

Responsible to: Housing Strategy and Customer Relations Team Leader

1. MAIN PURPOSE OF JOB

Assist in the delivery of housing services to customers in a busy and varied housing team. You will deal with a wide range of matters to support the Housing Services Strategy and Partnerships team, such as helping to run the homeless forum and consultation events and providing administrative support such as minute taking and data collection.

To assist the Customer Relations Officer to investigate and draft responses to complaints, member enquires, Freedom of Information requests and Ombudsman enquiries received by Housing Services.

To manage and monitor ongoing learning from complaints and enquiries.

To assist with the administration of any complaints referred to the Landlord Services Designated Persons Panel, including preparation of reports and papers for board meetings.

The postholder will also be responsible for answering telephone and e-mail enquiries.

This Apprenticeship will give the successful candidate an excellent background in housing and help to build on communication and organisational skills.

2. PERSON SPECIFICATION

Qualifications

Level 3 - Ideally five GCSE's grade C and above (or equivalent) or have completed an NVQ Level 2 and a willingness to work towards achieving all the qualifications required to successfully complete the Advanced Apprenticeship framework.

Skills

Previous experience of using computer packages; like Word, Excel and PowerPoint is desirable.

Demonstrable ability to communicate in a manner that is easily understood and tailored to meet the needs of the audience.

Demonstrable ability to take ownership of work and meet deadlines, checking work for accuracy.

Demonstrable experience of identifying potential problems and taking appropriate action.

The ability to think about alternative ways of doing things and being open to new work practices and responsive to change.

Personal Qualities

Experience of dealing with customers in a courteous and helpful way by keeping them advised of progress and offering them a solution to their problem.

Demonstrable understanding of the process of team working and the part they play in ensuring objectives are met.

Demonstrable experience of taking responsibility for own actions and development opportunities, maintaining high levels of integrity.

A commitment to equality and diversity, accepting differences and treating everyone fairly.

3. ORGANISATION

Organisation Chart



Describe how and by whom the post is managed:

This post will be managed by the Housing Strategy and Customer Relations Team Leader

Describe the level of initiative and/or independence expected of the post holder:

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

DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

This post does not have any supervisory or management responsibilities.

Job Context – Describe the main contacts, both internal and external, and the purpose of those contacts:

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

FINANCIAL ACCOUNTABILITIES

'None'.

WORKING ENVIRONMENT

The post is hybrid and there will be an element of working from home, however, the post holder will be office based at Gun Wharf, Dock Road, Chatham, ME4 4TR and is expected to work in the office at least 2 days per week.

4. EMOTIONAL DEMANDS

You may be required to have contact with, or work for, other people (other than immediate work colleagues) which, through their personal circumstances or behaviour place extreme emotional demands on the jobholder.