

MEDWAY COUNCIL JOB PROFILE

APPRENTICE - ADVANCED

Designation: Rough Sleepers Initiative

Department: Housing Strategy and Partnerships Team

Grade: Level (3) £279.35 per week training allowance

Responsible to: **Rough Sleepers Coordinator**

MAIN PURPOSE OF JOB

To learn and develop the skills to:

Assist in administering the Rough Sleepers inbox/phoneline and referrals received.

Update and maintain IT systems including specialist systems, spreadsheets, and databases. Ensuring all systems are up to date with correct information around referrals and data received from services.

Collect and collate monthly statistic returns to support our returns for our funding providers.

Arrange and assist in the organisation of weekly complex needs meetings, forums, workshops, and other groups as required, assisting in the preparation of presentations, taking notes, and preparing minutes.

Answer the telephone and take details of the caller regarding the assistance they need.

Work in partnership with all services that support our client group.

Undertake any other duties as may be required within the level and general scope of the post.

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 fulfil agreed commitments, 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

(i) ORGANISATION CHART

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will be supervised daily by the Senior Enabling and Housing Related Support Officer.

(iii) 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.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

None.

(v) 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.

4 FINANCIAL ACCOUNTABILITIES

None.

5 WORKING ENVIRONMENT

Office based at Gun Wharf, Dock Road, Chatham ME4 4TR.