

**MEDWAY COUNCIL  
JOB PROFILE  
APPRENTICE – INTERMEDIATE**

**Designation:** Resident Engagement Apprentice

**Department:** Housing Landlord Service

**Grade:** Level (2) £296 per week training allowance

**Responsible to:** Resident Engagement Officer

**MAIN PURPOSE OF JOB**

To learn and develop the skills to:

To work within the Tenant Services Team within Medway Council's HRA Housing Services Team with a focus on resident engagement/involvement and community development.

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

Tasks that will be undertaken within this role are:

- Assisting with the organisation of engagement events
- Data inputting/scanning and filing.
- Updating of systems
- Email inbox monitoring.
- Maintenance of databases
- Telephone answering.

To develop: -

A working knowledge of housing and tenancy management including:

- Resident Involvement
- Partnership working
- Tenancy Management
- Rent and rent arrears.
- Estate Management
  
- 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

## **PERSON SPECIFICATION**

### **Qualifications**

A good standard of education (or equivalent experience) and a willingness to work towards achieving all the qualifications required to successfully complete the Intermediate 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 fulfill agreed commitments, checking work for accuracy.

Demonstrable experience of identify 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**

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

The post holder will be managed by the Resident Engagement Officer

### **(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER**

Apprentices will be supervised daily but it is anticipated that they will develop and demonstrate a reasonable level of initiative and independence during 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 will also have contact, via email, telephone, and face to face, with external customers i.e., service users and partner organisations.

**4 FINANCIAL ACCOUNTABILITIES**

None

**5 WORKING ENVIRONMENT**

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