

# **MEDWAY COUNCIL JOB PROFILE**

## **APPRENTICE - ADVANCED**

**Designation:** Advanced Apprentice

**Department:** Rehousing

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

**Responsible to:** Senior Rehousing Officer

### **MAIN PURPOSE OF JOB**

Assist in the delivery of housing services to customers. The postholder will also be responsible for answering telephone and e-mail enquiries, relating to housing and providing administrative support to other members of the team.

Tasks that will be undertaken within this role are:

- Updating of systems
- Responding to simple queries via telephone or email
- Minute taking
- Liaison with key partners to assist applicants with re-housing
- Any other tasks as required

### **PERSON SPECIFICATION**

#### **Qualifications**

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 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**

### **(i) ORGANISATION CHART**

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

The post holder will be supervised by the Senior Rehousing 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**

Apprentices have no financial accountabilities, however, they can be taught to perform any tasks associated with the department and use the Council's payment systems i.e. Webreq, under the supervision of their line manager.

## **5 WORKING ENVIRONMENT**

Office based at Kingsley House, Gillingham with some home working.