

MEDWAY COUNCIL JOB PROFILE

APPRENTICE - ADVANCED

Designation: Property Services Apprentice

Department: RCE, Culture and Community, HRA Housing

Grade: Level (3) £236.80 per week training allowance

Responsible to: Property Services Coordinator

MAIN PURPOSE OF JOB

To assist the Property Services team to ensure that the 3000 homes owned by the Council have up to date and accurate asset information in order to create the necessary programmes of work to keep the housing stock in good condition and compliant.

Provide general administrative support to the Property Services team.

To book inspections and visits for the Property Services team.

To complete satisfaction surveys and record results for Property Services programme of works.

To undertake disrepair calls, log and administer any resulting actions.

Assist with maintaining the HRA's asset management systems, ensure they are regularly updated with reliable and appropriate information.

To assist with the asset management year end shut down process.

To assist with updating the HRA compliance tracker.

To assist with the porting and administering of asbestos surveys.

To attend Property Services client-side meetings and take minutes as and when required.

To assist the Property Services team with tenant communication as and when 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

Property Services Coordinator

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENED EXPECTED OF THE POST HOLDER

The post holder will be expected to provide relevant advice and information specifically in terms of the Property Services functions within their team as well as advice to other housing staff.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder will be expected to liaise with the teams responsible within the remit identified in the post, including the Contracts management team, HRA Development Team and the Asset Management Team

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will have regular contact with tenants, leaseholders, resident groups, ICT companies, other ICT Users at User Group meetings, repairs contractors and other housing organisations. Internally contacts will be all housing staff, colleagues in other divisions up to service manager level. Externally contacts will include organisations such as the Kent Housing Group and Communities and Local Government Department and Elected Members.

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

The post holder will be based flexibly maintaining a presence in a corporate base but with some homework but could be asked to work elsewhere in Medway. The role will also involve attending meetings with resident groups and members, which may take place out of normal office hours.

The post holder will not be expected to take part in the out of hours call out rota.