

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance Development & Regeneration		Service Area: Housing & Fairer Stockton – Homelessness Preventions	
JOB TITLE: Apprentice Homelessness Support Assistant			
GRADE: National Minimum Wage for Age			
REPORTING TO: Team Leader Homelessness Preventions			
APPRENTICESHIP QUALIFICATION: Business Administrator – Level 3			
Duration: Fixed Term Up to 18 months			
1.	JOB SUMMARY:		
	<p>To provide a range of administration support to assist in delivering an efficient and effective service that provides a rapid response to the residents of the borough who are experiencing housing issues.</p> <p>To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience</p>		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To assist in providing an efficient and effective administration and support service to the Homelessness and Housing solutions team	
	2.	To assist in providing a responsive front line initial advice service to residents of the Borough.	
	3.	To assist in the preparation of: <ul style="list-style-type: none"> • Reports • Performance monitoring information including both statutory returns and team management information (Business Improvement Plan) • Financial information. 	
	4.	To ensure data is recorded accurately: <ul style="list-style-type: none"> • Support the accurate payment of services • To maximise income collection • To fulfil statutory and performance management requirements. 	
	5.	To liaise with colleagues and agencies internal and external to the Fairer Stockton On Tees & Housing Service as required.	
	6	To attend meetings and working parties as required.	

7	To support the Housing Service and ensure effective communication (through a variety of mechanisms) to the public, internal colleagues and partner agencies and organisations.
8	To participate in the development of team targets, performance indicators and service objectives.
9	To assist promotion change and continued forward development and improvement of all aspects of the services work.

3. GENERAL

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture, supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)

Job Description dated May 2023



PERSON SPECIFICATION


Job Title/Grade	Apprentice Homelessness Support Assistant	National Minimum Wage for Age
Directorate / Service Area	Finance Development & Regeneration	Housing & Fairer Stockton – Homelessness Preventions

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>English Language & Maths Level 2 qualifications - GCSE at Grade C / 4 or above or equivalent Level 2 Functional Skills (Predicted Grade or Obtained)</p> <p>PLEASE NOTE: You must not hold an existing Level 3 Business Administration qualification.</p>		Certificates & Application form
Experience	Working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative		Application / Interview
Knowledge & Skills	<p>Communication skills - listening, spoken and written.</p> <p>Basic ICT Skills</p> <p>Ability to understand and apply guidance, regulations and written instructions.</p> <p>Ability to work independently, using initiative</p>		

	Be articulate and able to converse confidently in a pleasant and professional manner. Attention to detail		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement. Committed to own personal development Empathetic and non-judgemental attitude		Application / Interview
Other requirements			

Person Specification dated

May 2023

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Adults & Health	Housing & Fairer Stockton – Homelessness Preventions
JOB TITLE: Apprentice Homelessness Support Assistant	
GRADE: National Minimum Wage for Age	
JOB LOCATION / BUILDING: 16 Church Road, Stockton on Tees	
REPORTING TO: Team Leader Homelessness Preventions	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		N
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		N
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		N

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		N
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		N

Known Risk	Yes	No
<p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)</p> <p>The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p>		N
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		N
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>		N
<p>Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.</p>		N

Other Known Risks		
Known Risk	Yes	No
<p>Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.</p>		N
<p>Food Handlers: Employee will be preparing and handling food</p> <p><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p>		N
<p>Night Workers: Employee will be regularly working at night</p> <p><i>Optional Night Worker Questionnaire available</i></p>		N
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>	Y	
<p>DSE Users: Employee will be required to use Display Screen Equipment (DSE)</p> <p><i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p>	Y	
<p>Any Other: Please identify any other known risks associated with this job role.</p>		N

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.



27/04/2023

Signature of Manager:

Date: