

Job Description



Post title	Apprentice (Housing Management)
Job Evaluation	N/A
Grade	Apprentice
Service	Regeneration, Economy and Growth
Service area	Housing Solutions
Reporting to	Housing Team Leader
Location	Your normal place of work will be Spennymoor Green Lane Offices, but you may be required to work at any Council workplace within County Durham.
Disclosure and Barring Service (DBS)	This post is not subject to a disclosure.
Flexitime	This post is eligible for flexitime.
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Description of role

The post holder will provide a range of support services to the Housing Management Team to help the team operate effectively and efficiently.

The apprentice will assist with providing day to day delivery of the housing management services to tenants living in a council managed property or site.

Duties and Responsibilities

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties below:

- To study and achieve the [Housing and Property Management Level 3](#) standard during the duration of the apprenticeship.
- Provide advice to residents, carryout new tenant visits, welfare checks and make appropriate referrals for support where required to ensure that tenants are supported to sustain and enjoy their tenancies, that communities are safe and pleasant places to live.
- To undertake day to day administration including repair report, rent posting, recording of necessary tenancy information.
- To assist with a range of tenancy management, enforcement, and support initiatives such as rechargeable repairs, arrears recovery and accommodation sign up.
- Support residents with tenancy set up, successfully managing a tenancy, budgeting, accessing debt advice, maximising incomes, accessing employability services and other necessary support.
- To maintain effective records.
- To support and assist the Housing Management Team to deliver its functions and prioritise.
- Ensuring appropriate attention is given to your own health and safety, and the safety of your colleagues and visitors, following established procedures.
- To ensure all IT records are kept up to date.
- General finance support, invoicing and orders using Oracle.
- To attend training as determined appropriate by the Council in relation to working practices and the Apprenticeship programme.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	• Either have or expect to achieve 2 GCSEs grades 9-4/A*-C in Maths and English or NVQ Level 2 equivalent	
Experience	• Use of IT applications such as Microsoft Office e.g. Excel, Word, Outlook, Teams or similar	• Working in an office environment • Local authority experience
Skills and Knowledge	• Ability to work in a team • Ability to work on own initiative • Good communication skills • Ability to problem solve	• Health & Safety awareness • Data protection awareness • Awareness of the Councils role
Personal Qualities	• Flexible • Enthusiastic • Dedicated • Strong commitment to customer care, service delivery, best value and value for money	