Stockton-on-Tees BOROUGH COUNCIL

JOB DESCRIPTION	
Directorate: **Adults, Health and Wellbeing**	**Service Area:** **Housing A Fairer Stockton-on-Tees**
JOB TITLE: Apprentice Lettings and Nominations Officer	
GRADE: National Minimum Wage for Age	
APPRENTICESHIP QUALIFICATION: Business Administration – Level 3 Duration: Up to 18 months	
REPORTING TO: Team Leader (Lettings and Nominations)	

1.	**JOB SUMMARY:** Assist to provide a front-line service to customers across Middlesbrough and Stockton-on-Tees local authority areas accessing the digital lettings platform to ensure that housing need is met.	
2.	**MAIN RESPONSIBILITIES AND REQUIREMENTS**	
	1	Assist to support customers to access the digital lettings platform and respond positively to all customer enquiries (face-to-face, digital and those received via a telephone call).
	2	Accompany Lettings and Nominations officer where relevant and appropriate to undertake home visits and provide advice/support surgeries in appropriate venues across the boroughs of Middlesbrough and Stockton-on-Tees.
	3	Assist to ensure that customer housing needs are assessed in accordance with the Tees Valley Common Allocation Policy.
	4	Assist to ensure lettings and nominations are dealt with in accordance with legislation and agreed policies and agreements.
	5	Liaise effectively and efficiently with Registered Providers in the execution of the lettings function and/or Nomination Agreements.
	6	Assist in liaising with local authority colleagues, Registered Providers and a range of external organisations and partner agencies as required.
	7	Assisting in liaising with colleagues in the relevant local authority to support applicants who have indicated a priority need e.g. medical need and/or those threatened with homelessness.
	8	Undertake all necessary support (including administration) tasks to ensure housing applications are registered accurately and are up to date.
	9	Assist to maintain accurate and up to date records on the digital lettings platform.

	10	Assist in the preparation of monthly/quarterly and annual statistical and management information as required.
	11	Assist in supporting the Team Leader (Lettings and Nominations) in developing procedures and delivering training.
	12	Attend meetings with Lettings and Nominations officers as required (both internal and external) to the Council.

3. KEY RESULTS/OBJECTIVES

- Assist to support the work with partners (at all levels), key stakeholders and customers to ensure that the digital lettings platform provides an efficient and effective means of letting properties across Middlesbrough and Stockton-on-Tees.
- Assist in ensuring lettings and nominations are administered in line with legislation, policies and agreements.

4. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job using the NJC Job Evaluation scheme as adopted by Stockton Council.

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.

Council Values, Behaviour Framework, and Code of Conduct - The post holder is required to carry out the duties in accordance with Council values, behaviour framework, code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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: (Potholder)	.....……	.....……	....

Stockton-on-Tees BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title/Grade	**Apprentice Lettings & Nominations Officer**	**NMW**
Service Area/Service Group	**Adults, Health and Wellbeing**	**Housing A Fairer Stockton-on-Tees**
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Minimum qualifications of English and Maths at Level 2 (equivalent to GCSE grade 4/C or above / Functional Skills Level 2)		Application Form Interview/Selection Process Pre Employment Checks
Experience	Experience of meeting deadlines and time management.	Experience of working in a lettings field (including an understanding of housing registers and allocations). Experience of managing caseloads. Experience of working to performance targets.	Application Form Interview/Selection Process

Skills	Good interpersonal and communication skills (written and verbal). Ability to prioritise work and meet deadlines. Flexible and adaptable to change. Good IT skills/knowledge.	Production and presentation of clear well-structured reports.	Interview/Selection Process
Specific behaviours relevant to the post	Ability to prioritise and organise own workload.	Able to self-assess performance. Ability to work on own initiative with minimal supervision. Commitment to self-development and improvement. Ability to develop and maintain good working relationships with external agencies and a variety of Council Departments. An understanding to the needs of vulnerable client groups.	Application Form Interview/Selection Process
Other requirements	Capacity for independent travel across Tees Valley.		Application Form Interview/Selection Process

Stockton-on-Tees BOROUGH COUNCIL	**KNOWN RISKS FOR THIS ROLE**
DIRECTORATE: **Adults, Health and Wellbeing**	**SERVCE AREA:** **Housing A Fairer Stockton-on-Tees**
JOB TITLE: Apprentice Lettings & Nominations Officer	
GRADE: NMW	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Carol Bruce – *Team Leader*	

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)		**NO**
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s2 A(8) 9		**NO**
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)		**NO**

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.		**No**
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: o Work which removes, repairs, or disturbs asbestos o Ancillary work (work associated with the main work of repair, including maintenance work on equipment) o Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		**No**

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ 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. 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.		**No**
Confined Spaces - Safety Critical: Employee will be required to work in a **confined space** where specialist equipment or breathing apparatus is needed.		**No**
Working at Heights - Safety Critical: Employee will be required to work **at a height**.		**No**
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.		No

Other Known Risks		
Known Risk	**Yes**	**No**
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.		**No**
Food Handlers: Employee will be preparing and handling food *Food Handlers Questionnaire to be completed and sent to Occupational Health*		**No**
Night Workers: Employee will be regularly working at night *Optional Night Worker Questionnaire available*		**No**
Lone Working (including Home Working): Employee will be required to work alone.	**Yes**	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) ***DSE Training and assessment should be completed on commencement – arranged by manager***	**Yes**	
Any Other: Please identify any other known risks associated with this job role.		

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

Signature of Manager:  Date: 17/11/2026

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk