



<b>Job Title:</b>	<b>Private Sector Housing Apprentice</b>
<b>Service Area:</b>	<b>Housing Services</b>
<b>Team:</b>	<b>Private Sector Housing</b>
<b>Salary:</b>	<b>Apprentice Rate</b>

## Job Description

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### Main Purpose of Job:

Provide general administration and business support for our Private Sector Housing team.

We are a small friendly team of Environmental Health Officers and Technical Officers who work with people who have housing problems. This role will predominantly involve handling telephone and email enquiries and processing client information on an in-house database in accordance with the GDPR.

There will be opportunities to support and shadow staff on site inspections and support particular projects such as Warm Homes Healthy People, Heritage Action Zones, HMO Licensing, Mandatory and Discretionary Grants and Adaptations and fire safety initiatives.

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### Our Values

You will be expected to work in line with our values which are:

<b>Proud</b> - Believing in who we are, what we do and where we live
<b>Dynamic</b> - Transforming the future with you in mind
<b>Truthful</b> - Honest and clear in all we do
<b>Good Value</b> - Delivering outstanding services, smartly & economically
<b>United</b> - Whoever we work with, we work as one team

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### Key Responsibilities:

#### 1. Office duties

You will be involved in basic office duties including dealing with the Private Sector Housing email inbox, entering new service requests on Uniform, filing, scanning, copying, checking and recording information. You may also be required to arrange meetings and visits, accessing corporate booking facilities and officer diaries.



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**2. Customer Service**

Answering and making telephone and email enquiries from members of the public and professionals which will include recording confidential client information on the computer.

**3. Decision-making**

Following training you will assist in deciding if clients are eligible to receive services. You will also be required to signpost clients to other services and refer clients to our approved contractors and other teams within the Council.

**4. Preparation and collation of information relevant to the job, and its use**

You will be trained to record and maintain client information in the relevant databases and spreadsheets. Data accuracy is vital; you will become the first point of contact gathering personal client/case information ensuring all data protection guidelines are followed.

**5. Communication and consultation with staff and managers**

This will be an important part of your role therefore strong communication skills are needed. You will regularly communicate with surveyors, professionals and contractors and keep the client updated on all progress. Communication will be over the telephone, email or in some cases in person.

6. A requirement to undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.

7. This role will present other opportunities to develop your skills particularly in business administration and working with the public, and subject to your personal development and interests.

8. To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.

9. To promote and adhere to the workplace values of our organisation.

**Line Manager: Administration Officer – Annelie Doick**

**Responsible for: Private Sector Housing Team**



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**Political Restriction:**

This post is not politically restricted.

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Note: This is a description of the job as it is constituted at (February 2020) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council's aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder.



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### Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Working knowledge of Microsoft Office including Outlook, Word and Excel.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and experience of administration and office procedures.</li> <li>Knowledge of energy efficiency issues.</li> <li>Previous experience with vulnerable and elderly clients.</li> <li>Experience of working in an office or customer facing environment.</li> </ul>
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Good written and oral communications (including on the telephone)</li> <li>Accurate keyboard skills and use of general office equipment.</li> <li>Good organisational skills, able to prioritise and manage workloads to meet deadlines and deliver services.</li> <li>Flexible, committed and enthusiastic</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of Council services.</li> </ul>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>4 GCSEs at grade C and above or Grade 4 - 9 including English and Maths.</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>Flexible approach to work – Capability of visiting premises with other staff and sites given normal means of access.</li> </ul>	