

<b>Designation:</b>	Business Administrative Apprentice (Housing Contracts)
<b>Grade:</b>	<b>Stroud 1</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Location:</b>	Ebley Mill, Stroud
<b>Job Purpose:</b>	<b>To provide an efficient and effective administrative support to the Housing Contracts Team.</b>
<b>Responsible to:</b>	<b>Senior Asset Information &amp; Support Officer</b>
<b>Responsible for:</b>	<b>No supervisory responsibility</b>

## KEY DUTIES

- To undertake a development programme leading to a National Vocational Qualification in Business Administration Level 3 as part of an apprenticeship and to actively participate in their own development plan agreed with their line manager and NVQ assessor.
- Provide an efficient and effective Business Support service to the Housing Contracts Team.
- Take ownership of enquiries, and to communicate effectively with customers, colleagues and internal/external personnel.
- To support team administrative activities.
- To ensure accurate record keeping using IT systems.
- To follow instructions and procedures within the Tenant Service.
- To demonstrate a positive, enthusiastic, committed and flexible attitude towards work, team members, colleagues and other persons.
- Recognising the importance and benefits of effective team working.
- Work alongside experienced Business Support, Housing professionals whilst learning all aspects of the Business Administration.
- To become part of an efficient Business Support team, and to provide business support in line with 'best practice' ensuring compliance to relevant policies.
- To gain an understanding of the Housing Contracts function.
- To maintain confidentiality and discretion.

## SKILLS AND KNOWLEDGE

- Holds at least 5 GCSEs (Grades A to C) or equivalent to include English Literature, English Language and Maths
- Good written and verbal communication skills, with an eye for detail
- Competent in using computers including Microsoft Office
- An effective team member
- Good interpersonal and customer facing skills

- Ability to empathise, maintain professionalism, display patience and politeness
- Good record keeping skills
- Good attention to detail
- Experience of working with the public
- Excellent communication skills

## COMPLEXITY AND CREATIVITY

- With support of Housing Contracts Assistant:
- Respond to queries and complaints politely and professionally
- Adopt a proactive problem solving approach
- Have confidence to deal with difficult situations
- Know when it is appropriate to seek guidance from line manager
- Provide constructive ideas & feedback on the Apprentice programme

## JUDGEMENT AND DECISIONS

- Be able to make routine decisions on aspects of administrative work with all other decisions being referred to the line manager.

## CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

## RESOURCES

Little or no responsibility for physical or financial resources.

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.

- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*