

Designation:	Apprentice - Housing Management
Grade:	Stroud 1
Hours:	37 Hours
Location:	Ebley Mill, Stroud
Job Purpose:	To provide an efficient and effective administrative support to the Housing Management Team.
Responsible to:	Tenancy Operations Manager
Responsible for:	No Supervisory Responsibility

KEY DUTIES

- Provide an efficient and effective Business Support service to the Housing Management 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 Management 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 Management 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

COMPLEXITY AND CREATIVITY

With support of Business 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

Will have regular contact with:

- Council staff
- Stroud College personnel
- Members of the public
- Councillors

RESOURCES

This post has little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

No travelling involved

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.