

<b>Designation:</b>	Apprentice - Housing Management
<b>Grade:</b>	Stroud 1
<b>Responsible to:</b>	Tenancy Operations Manager
<b>Service Area:</b>	Tenant Services
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Holds at least 5 GCSEs (Grades A to C) or equivalent to include English Literature, English Language and Maths or equivalent

### EXPERIENCE

- Experience of working with the public

### SKILLS & KNOWLEDGE

- Good written and verbal communication skills, with an eye for detail
- IT literate including proficient in the use of MS Office software (In particular Excel, Word, PowerPoint and Publisher)
- Must have an awareness of the Council's Green Agenda

### PERSONAL ATTRIBUTES

- Commitment and ability to achieving NVQ 2 in Business Administration.
- Enthusiasm for learning 'on the job' and personal development.
- Self-Motivated and organised
- Positive, enthusiastic, committed and flexible attitude towards work, team members, colleagues and other persons
- Punctual and attention to detail

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### EXPERIENCE

- An understanding of the work of Local Government

### SKILLS & KNOWLEDGE

- Commitment to pursuing higher-level apprenticeships in Local Government

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

### 3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. Innovating

You will be able to seek better, more effective ways of delivering services.

### 5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

### 7. Conscientiousness

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.

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